



Tender No.: HOGPL/2021-22/C&P/018



HPOIL GAS PRIVATE LIMITED
(A Joint Venture of HPCL & OIL)

TENDER FOR
PROVIDING OPERATION AND MAINTENANCE SERVICES FOR PNG
NETWORK AT AMBALA-KURUKSHETRA GA

TECHNICAL VOLUME

TENDER NO : HOGPL/2021-22/C&P/018

Date : 12.11.2021



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GENERAL TECHNICAL SPECIFICATIONS PE-PNG OPERATION AND MAINTENANCE



1 INTRODUCTION

HPOIL Gas Pvt Ltd is engaged in supply of Piped Natural Gas (PNG) to Households, Commercial & Industrial consumers and Compressed Natural Gas (CNG) to Automotive sector through gas pipeline network. HOGPL is authorized to expand CGD network in Ambala-Kurukshetra & Kolhapur GA.

HOGPL is now inviting tenders on competitive bidding process for providing services for preventive maintenance, breakdown/emergency repairs and monitoring of PNG network consisting of underground PE main pipelines, Service pipelines and GI/Cu installations and associated facilities in above mentioned GAs to provide uninterrupted supply of gas with due compliance to all prevailing statutory & HSE norms keeping in view the customer satisfaction.

2 SCOPE

Scope of work for Bidder under this document is for O&M activities at the downstream of DRS/DCU to Domestic/Commercial/Industrial connection including MDPE network, GI piping, isolation Valves, Valve Chambers, Service Regulators, etc. This includes all O&M activities (Preventive/break down maintenance of assets downstream of DRS/DCU, Addition/Modification/Shifting/Decommissioning/upkeeping/commissioning of existing assets based on requirement for all Geographical Areas. The scope includes steel pipeline patrolling within city area and capturing CP readings. However, the first response to any emergency on steel distribution network and DRS/DCU will be the responsibility of the bidder under AEO (Area Emergency Office)

The main scope of the bidder includes but not limited to providing of services including manpower, safety equipment, tools-tackles, PPEs, First Aid Kits, consumables, materials, vehicle etc. for all O&M activities & maintaining customer care relation, for grievances/ queries received through calls, letters, emails, through toll free number and other modes/ receiving calls directed from Central customer care center / emergency handling of complaints, Teller/ account services, Billing & Meter reading related works and intimation to AEO for O&M activities as per customer complain / resolution of queries as required for industrial, commercial & domestic customers.

All size of GI pipes, Copper tubes, PE pipes, Isolation valves, Appliance valves, PE ball valves, domestic gas meters, domestic meter regulators, service regulators, rubber hoses shall be supplied by owner, bidder shall have to collect the same from owner store with no extra cost to owner. Whereas rest of the materials such as GI/Cu/PE fittings, warning tape, all type of consumables items, clamps or any other fittings not mentioned here but required to perform task shall be supplied by Bidder. All materials which are to be supplied by bidder shall be as per technical specifications of HOGPL and shall be used at site after inspection/approval by HOGPL team. The total scope of this document is divided into two parts for the clarity on SOR items.

2.1 BRIEF SCOPE COVERED IN PART-A.

- Supply of all required resources such as Manpower, Equipment, tools & tackles, PPEs, Materials, Consumables, Administrative operation round the clock to carry out activities as per detailed scope of work mentioned in Part -A.
- Providing and maintaining Office and store space with necessary office/store furniture/equipment/amenities as per requirement mentioned in Scope Part-A.
- Deployment of Emergency Vehicle [4 Wheeler - Mahindra Bolero Camper / TATA Xenon Crew Cabin OR Equivalent Model] (4 + 1 Seater) including Fuel, Driver, Consumables, Maintenance, Vehicle Tracking System.
- Deployment of Two-Wheeler as per Owner's requirement.

Note - Please refer detailed scope covered under Part-A and SOR Part -A.



2.2 BRIEF SCOPE COVERED IN PART- B.

- Domestic Connection Preventive Maintenance at 5-Year frequency
- Domestic Connection Leak Detection at 1-Year frequency
- Industrial Connections Preventive Maintenance
- Commercial Connections Preventive Maintenance
- GI/Riser Approach Maintenance
- Domestic Connections Alterations
- Installation of new PE Ball Valve along with construction of valve chamber
- Shifting/laying of PE pipeline for length more than 50 m for O&M purpose
- Installation of Service regulators Modules including box along with foundation.
- Installation of route marker
- MRS/Meter Shifting of Commercial/Industrial Connection within premises

Note - Please refer detailed scope covered under Part-A, Part-B and SOR for more understanding.

3 Definitions

Area Emergency Office	For carrying out round the clock (24 hours and 365 days) operation & Maintenance activities.
Local Customer Office	For maintaining customer care relation, Billing & Meter reading related works.
AOMP	Annual Operation and Maintenance Plan
Bidder	The Party / Person, who are bidding for obtaining the O & M Job / Contract.
Consumer Meter	A meter that measures gas delivered to a consumer at the consumer's premises
Commercial Customer Connection	Consist of Meter/MRS, regulators, PE/GI piping, Isolation valves, etc. to supply gas for commercial purpose
Domestic Customer Connection	Consist of regulator, meter, P E / GI / copper pipeline and armored rubber tube. Gas flow at 21-24 mbar and consumed at hot plate
Electro Fusion Joint	A joint made in thermo plastic piping by passing the current through the electrical coil provided in the fitting and heating the parts sufficiently to permit adequate flow and fusion of the materials between the two surfaces put in contact
Fire Extinguishers	For extinguishing fire accident during routine job
Emergency Vehicle	A vehicle for attending regular and emergency activities of PNG Network
Industrial Customer Connection	Consist of Meter/MRS, regulators, PE/GI piping, Isolation valves, etc. to supply gas for industrial purpose



Owner	The Principal Requesting the Works to which the Agreement relates i.e., "HOGPL and its subsidiary companies"
Portable Gas Detector	For detecting / measuring gas presence during leaks / escape / maintenance jobs.
Personal Protection	For personal protection during normal and critical jobs.
Piped Natural Gas (PNG)	Natural Gas produced from Gas wells, Gas condensate wells or Oil wells and the residue Gas remaining after conditioning being metered, regulated / controlled, odorized & distributed through pipelines for various applications, i.e., for industrial, commercial, domestic, etc. as a Fuel.
Public Announcement System	For making public announcement to customer during gas supply stoppage, resumption, disaster, earthquake, fire hazards etc.
Secondary Network	Secondary Network means a part of CGD network that operates at a pressure below 100 psig (7 bar) and above 1.5 psig (110 mbar) and pipelines forming part of this network shall be called Medium-Pressure Distribution Mains which shall be designed to ensure uninterrupted supply to tertiary network or to industrial consumers.
Standard Dimension Ratio	Standard Dimension Ratio is the ratio of nominal OD to nominal wall thickness of PE pipe as defined in IS-14885, with latest edition.
Tertiary Network	Tertiary Network means a part of the CGD Network that operates at a pressure less than 1.5 psig (100 mbar) and pipelines forming a part of this network to service pressure distribution mains shall be designed to ensure uninterrupted gas supply to Service lines
Transition Box / Service Regulator	Receives 0.5 to 4 bar pressure gas through PE network and supply 110 mbar pressure gas to downstream PE network after pressure reduction
Tools & Tackles	For repair / maintenance of leaking / damaged PE / GI pipes, fittings on PE/GI network, online functional testing of PE valves and service regulators and customer connection

4 Abbreviations

EIC	: Engineer-In-Charge
HIRA	: Hazard Identification and Risk Assessment
HSE	: Health, Safety & Environment
LDT	: Leak Detection Test
LPT	: Lock Pressure Test
PE	: Polyethylene
MP	: Medium Pressure
LP	: Low Pressure
PPE	: Personal Protective Equipment
PRV	: Pressure Reducing Valve
SOP	: Standard Operating Procedure
SRV	: Safety Relief Valve
SSV	: Safety Shut-off Valve
QAP	: Quality Assurance Plan



5 HSE, Competency & Training and GENERAL REQUIREMENTS:

Apart from specific job-related responsibilities and requirements, there are certain general rule and regulations that must be followed by all working persons of Bidder as follows:

- 5.1 The bidder shall conform to the safety requirements of HOGPL as per site requirement. In addition, the bidder shall observe safe working practices in the storage and handling of cleaning fluids, flammable fluids etc. and ensure smoking or naked flames are not permitted in the vicinity when these materials are being used.
- 5.2 The bidder shall also protect all work sites with warning signs, caution tapes, barricades and night lighting as per HOGPL specification. The bidder shall inspect all fenced excavations daily and maintain them in good order.
- 5.3 The trenches / pits shall not be kept open in night times. However, in case the same is essential then same shall be properly barricaded with proper lighting arrangements & manned.
- 5.4 The bidder shall provide PPEs like reflective jackets, safety helmets, safety shoes, goggles, hand gloves, Covid Kit etc. to the labor and staff which are necessary for safe working practices. Any additional job specific PPE shall be also provided by the bidder.
- 5.5 Use of portable gas detectors, oxygen meters, hot / cold work permits is mandatory for confined space entry and before start of any hot work. Above activities shall be avoided if oxygen level is below 19.5 % and leakage of NG is more than 0 % of LEL.
- 5.6 BIDDER shall provide relevant trainings (Technical / Fire & Safety, etc) to his personnel from time to time for better functioning of the O&M at his cost and risk, without affecting Operations. OWNER may provide special training, to be required; hence, BIDDER shall deploy his personnel for such trainings.
- 5.7 Bidder shall train his manpower for reporting HAZARD and NEAR MISS if any happened in their working area. The bidder shall employ person who must have certain qualifying requirements in terms of qualification, knowledge, skill, behavior to achieve the job end results. After recruiting the new person for proposed job / duty, he should be trained, educated, tested, certified and declared competent to perform the job effectively, in scheduled time with safety, quality and statutory compliances.
- 5.8 Competency training and test should be regularly conducted to ensure that the certified person still possess the required competency to perform the job with specific requirements.
- 5.9 Any change in operating procedure, process, change in equipment and layout also need retraining, competency retest and certification. The training may be in-house, or out-house and it starts with the induction, for new recruits, and refresher or need based training for existing employees, to check, maintain their competency level. The training may be in classroom for understanding theory or in plant or simulation for practical purpose.
- 5.10 BIDDER must comply and carry out entire scope of work as per OWNER requirement
- 5.11 BIDDER shall have knowledge of minimum service level standard issued by PNGRB and shall comply the requirements of Owner
- 5.12 BIDDER must ensure that his personnel are well behaved, consumer oriented, non-alcoholic or prohibited drugs addict. Any misbehave with consumer as well as OWNER's representative shall be liable to be punishable and even to the extent of removal of those personnel from duties. BIDDER shall not engage or employ any person with a criminal record / background.
- 5.13 BIDDER's personnel shall be educated, trained and experienced in Gas Distribution operation & maintenance with due aware of the prevailing codes / standards applicable to the activities from time to time. BIDDER's personnel should possess good communication for consumer call attendance, site communication (Tele or Wireless), etc.
- 5.14 BIDDER shall, at its own cost, provide uniforms and identity card to its employees deployed at the station and shall ensure that such uniforms / identity card are worn by his employees while on duty for all the personnel & especially for consumer services / site works. To enable OWNER to maintain the identity, the BIDDER shall follow the identity card & dress code prescribed by OWNER.
- 5.15 BIDDER shall be responsible for maintaining harmonious relation with his employees, OWNERS



representative, Customers etc. and shall inform OWNER of any stoppage of work or other labour dispute whether actual or threatened and which is likely to affect the supply / operations. In the event of any strike or stoppage of activities, OWNER shall have an unconditional right to depute and deploy its personnel / representatives and BIDDER shall not have any right of objection for entry of OWNER / OWNER's representative. In such case, OWNER shall recover the cost from BIDDER at actual to be payable therein.

- 5.16 BIDDER's personnel, who will be working on site, should have or should gain thorough knowledge of gas line & geography of the area so that any spot / customer house can be quickly located.
- 5.17 BIDDER should also be acquainted with the hazardous properties of gas and the potential effect of escaping gas on the safety of the public. It should be emphasized and encouraged that in the event of an emergency that prompt co-operative action would be required.
- 5.18 Apart from the essential day to day contact with other Authorities, BIDDER / OWNER shall formally correspond with the appropriate other Authorities on a yearly or periodically.
- 5.19 Bidder shall follow the requirements of Safe Control Operation requirements of HOGPL which consists of PTW, NRO and MOC and should carry out Risk Assessment, Job Safety Analysis for each job
- 5.20 Bidder should employ a safety personnel (Diploma/Certification in fire and safety and relevant experience of 1 year) and other personnel's complying to requirements PNGRB IMS requirements to oversee safe operation/jobs – Appendix III of IMS (Emergency Response, Valve Maintenance, Pipe replacement, Fire and Safety)
- 5.21 Minimum document requirement (viz Address proof, medical reports) as specified by HOGPL shall be mandatorily submitted as and when required.

Part-A

6 Detailed Scope covered under Part-A

The scope of this document is to set down the minimum day to day operational and maintenance requirements for PNG City Gas Distribution Network from downstream of DRS/DCU up to LMC network. The following activities have to be covered mandatorily with the manpower supplied by him. Non-performance of any of the activities will be liable for penalties specified in the document including termination of the contract if needed. All these activities will be henceforth considered as "Basic Services". The Bidder's scope of work will consist of but not limited to:

- 6.1.1 Emergency complaint handling/Leakage repairing/ consumer complaints & service requests/ preventive / breakdown maintenance services/repairs of PE gas distribution network from downstream of DRS/DCU up to the consumption point (for domestic consumer up to appliance valve including rubber hose and for commercial & industrial consumer up to meter outlet) to ensure uninterrupted Gas supply and any other work not mentioned herein but required for safe and smooth functioning of GI/Cu pipeline system including meter and regulator.
- 6.1.2 The scope excludes steel pipeline maintenance. However, the scope includes steel pipeline patrolling within city area, capturing CP readings & the first response to any emergency on steel distribution network and DRS/DCU/CGS will be the responsibility of the AEO.
- 6.1.3 Mobilization of all resources 24 hours x 365 days to handle any type of emergency and first response at any incident site after communication received from HOGPL / any other source within the stipulated response time given in the SLA table.



- 6.1.4 Emergency complaint handling in PNG distribution network and maintenance services of PE pipeline network consisting of 20 mm to 125 mm size of PE pipes which includes attending pipeline damages / gas escapes / fire / shutdowns etc., monitoring third party digging work through patrolling & utility co-ordination; inspection and leakage repair of PE valves, Leakage repair & housekeeping of SR, inspection of pipeline route markers; testing for leakages using gas detector and taking appropriate action as per instruction of HOGPL representative.
- 6.1.5 Attending to customer complaints within stipulated **SLA – Annexure- 2** as defined by Owner includes Attending “NO GAS” complaints i.e. complaint of gas not coming in the customer’s house; Attending “FLAME PROBLEM” complaints i.e. complaint of High or Low flame of Stove in the customer’s house; Attending “GAS LEAK” complaints i.e. complaint of any minor Gas leak from the Stove or inside the Kitchen or from outside areas as per the customer notification; meter related complaints, meter replacement, connection verification, rubber hose replacement on customer request, Attending “TEMPORARY/PERMANENT DISCONNECTION”, “RECONNECTION”, “TEMPORARY DISCONNECTION- DUNNING” complaints; refitting/fixing RCC guard and attending any other complaint not mentioned herein but made by consumer related to PNG supply.
- 6.1.6 AEO office with provision for Stores on rent wherever HOGPL Offices are non-existent by bidder for which rent will be paid by HOGPL as per the rate quoted in the S.O.R. Location of the AEO office should be such that emergency vehicle can reach to every corner of AEO’s allotted area of operation within the stipulated response time defined in the SLA. If HOGPL provides office space for Local Customer Care in its existing offices or its rented office, then the SOR for LCO office will not be applicable. AEO office shall have minimum area of 400 Sq. Ft and shall consist of minimum space to accommodate change room, Toilets & storeroom for materials, emergency spares, tools & tackles with dedicated parking place for Emergency Vehicle. LCO shall have minimum area of 300 Sq. Ft. & shall be equipped with proper furniture/ waiting area/ reception area for Customer delight & convenience.
- 6.1.7 Supply of Manpower, Emergency Vehicle with Vehicle Tracking system required for preventive & breakdown maintenance of assets downstream of DRS/DCU including Inventory Management at store is in bidder’s scope of services.
- 6.1.8 Emergency Vehicle charges shall include fuel, driver, maintenance, vehicle tracking system, vehicle insurance & RTO Charges etc. Supply, installation and upkeep of Vehicle Tracking System (VTS) in Emergency Vehicles for monitoring the vehicle movement is in bidder’s scope of services. The vehicle deployed shall have customized body with adequate cabinets/lockers for carrying tools, tackles & spares including branding of the vehicle as per the design and color code given by Owner. Separate charges will be paid for deploying Emergency vehicle as per the rate quoted in the S.O.R.
- 6.1.9 Modification / shifting / dismantling / decommissioning / repair of existing PE network.
- 6.1.10 Laying/shifting of PE line for O & M purpose up to 50 m.
- 6.1.11 Replacement/Repairing/Modification/Shifting/housekeeping of SR / PE Valve Chamber/ PE Ball Valve/Meter / regulator / any other components of the downstream of DRS/DCU network, providing Valve Chamber covers as and when required.
- 6.1.12 Providing assistance to HOGPL during major gas supply curtailment/other supply interruption
- 6.1.13 All size of GI pipes, PE pipes, Copper tubes. Isolation valves, Appliance valves, PE ball valves, domestic gas meters, domestic meter regulators, service regulators, rubber hoses shall be supplied by owner. Whereas rest of the materials such as GI/Cu/PE fittings, warning tape, clamps or any other fittings not mentioned here but required to perform task shall be supplied by Bidder. All materials which are to be supplied by bidder shall be as per technical specifications of HOGPL and before using at site, shall be inspected/approved by HOGPL team. All tools-tackles required to carry out above mentioned services are in scope of bidder.



- 6.1.14 Supply of consumables like Teflon tapes, grease, lubricant, rust removals, cotton waste, cleaning materials, acetone, screws, nut-bolts etc. as per direction of HOGPL EIC is in bidder's scope services.
- 6.1.15 Health, Safety and Environment compliance in accordance to HOGPL requirements shall be a part of the responsibility of the Bidder.
- 6.1.16 Reporting Management Information System (MIS) to HOGPL EIC / HOGPL O & M team. Collection of data and operational parameters and reporting to HOGPL as per management information system (MIS) and communication systems / training to AEO & LCO manpower including operational software as directed by HOGPL EIC.
- 6.1.17 Collection, recording of hazardous / non-hazardous waste deposition of the quantity to HOGPL stores / HOGPL authorized waste disposal agency and submit records. Disposal shall be as per HOGPL Standard Operating Procedures.
- 6.1.18 Bidder shall also be responsible for coordination with local government/semi government/private agencies/ other utilities agencies/ Police, Fire Brigade and hospital / dispensaries and provision of ambulance/fire brigade as and when required. Coordination with utility agencies/government bodies/third party agencies for their day-to-day activities for minimizing damages of our underground pipeline by their excavation work along the route of our PE network, Carry out joint survey between HOGPL and Third-Party utility agencies for third party excavation / construction work co-ordination
- 6.1.19 Relocation/shifting of existing route/pole markers.
- 6.1.20 Painting of existing SR Boxes/Valve chamber/route/pole markers.
- 6.1.21 Witness commissioning of various PE-PNG project activities.
- 6.1.22 Preventive maintenance of PE network such as PE pipeline network patrolling, Lock Pressure Test (LPT) / Leak Detection Test (LDT) of network, Isolation, Venting, Repair of network.
- 6.1.23 Preventive maintenance of Service regulators which includes general maintenance of whole installation including painting, testing of OPSO/UPSO, housekeeping in and around service regulators, leak detection and rectification, monitoring of inlet/outlet pressure, sand filling in service regulator foundation, repairing of foundation, replacement of SR Box and other required fitting if necessary.
- 6.1.24 Preventive maintenance of PE ball valves and valve chambers including PE ball valve operation check, Valve chamber cleaning and maintenance including painting/whitewash/housekeeping, replacement of damaged cover plates & pest control for rat and snake repellent (Post Monsoon).
- 6.1.25 Monitoring of pressure and flow at DRS/DCU units based on Owner's requirement.
- 6.1.26 Support services during any other maintenance / shutdown activities taken up by other Agency in area.
- 6.1.27 Shifting / replacement of existing PE line up to 50 meters of length as per instruction of HOGPL EIC (In case length is more than 50 meters then the contractor shall be paid separately as per SOR Part-B).
- 6.1.28 Sniff test for checking odorant level.
- 6.1.29 Civil works as per HOGPL requirement for which payment will be made as per the rate quoted in the SOR.
- 6.1.30 Any other activities related to O&M and not mentioned in Part-B of this document.
- 6.2 Bidder shall deploy necessary personnel on round the clock basis in order to attend emergency complaints within the stipulated response time as per the SLAs defined in this document for all the installations / equipment / associated facilities / uninterrupted consumer services at the direction of HOGPL Representative & by applying best engineering practices, so that the facility



runs most economically and efficiently without adversely affecting the life of the facility with due adherence of HSE aspects, PNGRB T4S regulations and statutory compliance thereof.

6.3 The scope also covers supply of services as and when required by HOGPL and as described below for which payment will be made as per the rate quoted in the SOR.

6.3.1 Hiring of JCB, Hydra, Crane, Concrete/Rock breaker, Air compressor, Dewatering pump, DG Set etc. as per instructions of HOGPL EIC. Deployment shall be done within two hours after receiving intimation from HOGPL EIC.

6.3.2 Supply of Unskilled labors shall be done within two hours after receiving intimation from HOGPL EIC.

6.4 Operation Management

6.4.1 Bidder shall provide manpower in three shifts for maintenance of PNG network on round the clock basis to perform maintenance, planning, scheduling, progress monitoring, coordination, documents management including drawings / sketch / work permit etc.

6.4.2 Bidder shall attend Weekly / Monthly review meetings and all other meetings called by HOGPL and submit monthly summary & performance review to HOGPL.

6.4.3 Bidder shall provide relevant training to the personnel deployed for the maintenance of PNG Network (PE & GI/Cu) including PE Distribution mains & services (GI/Cu installation, Gas Meter & Regulator, other accessories), service regulator, MRS, Interconnecting Piping /Tubing, Valves, Fittings, associated facilities and accessories. The training should be exhaustive including various job skills and HSE management, especially on job and off job safety, emergency handling, disaster / risk management etc. Training records shall be submitted to HOGPL EIC for review.

6.4.4 Local and Statutory Liaising for emergency work/ installation / shifting of PE Pipeline/valve chambers/Service regulators module/route marker along roads or inside society premises and or shifting of service regulator box shall be under the scope of bidder, however HOGPL shall assist bidder in every possible manner. No separate liaison charges with local authorities shall be paid to the bidder.

6.4.5 Bidder shall acquire necessary documents as per HOGPL requirement before the start of the contract and submit a copy to HOGPL.

6.4.6 Bidder shall perform functional testing of repaired PE / GI / Cu network and associated equipment as per approved operating conditions before taking into service.

6.4.7 Bidder shall maintain all O&M related documentation in line with company requirement as per instruction of HOGPL.

6.4.8 Bidder shall co-ordinate with Statutory, Local authorities, utility agency, third Party excavation agency, other Service Provider etc. as per instruction of HOGPL.

6.4.9 Bidder shall adhere to implement Health, Safety and Environment (HSE), Emergency handling & Security Management for the entire operations as per the specification of this document.

6.4.10 Bidder shall ensure the safety of Man and Machine at all the times. The bidder shall remain at all times liable to HOGPL for any loss or damage caused to any building, plant, machine, installations of HOGPL / Consumers/public at large due to carelessness, negligence, inexperienced act of default of the bidder, his agents, representative or employees. HOGPL shall be the sole judge as regards the quantum of loss or damage and shall be deducted from the amount of payable hereunder to the bidder the cost of repairs or the amount of loss or damages. The bidder shall maintain minimum stock of



materials all the time during contract period as mentioned in “minimum materials to be maintained in emergency vehicle and bidder's store” but not limited to it. Quantities/materials mentioned in minimum requirement which is to be maintained and may change as per site requirement. -Refer PTS Annexure 7.

- 6.4.11 All size of GI pipes, Copper Pipes, PE pipes, Isolation valves, Appliance valves, PE ball valves, domestic gas meters, domestic meter regulators, service regulators, rubber hoses shall be supplied by owner. Whereas rest of the materials such as GI/Cu/PE fittings, clamps or any other fittings not mentioned here but required to perform task shall be supplied by Bidder. All materials which are to be supplied by bidder shall be as per technical specifications of HOGPL and before using at site, shall be inspected/approved by HOGPL team. Further, the bidder shall maintain proper documentation of stocks and receipt. Please refer PTS for Annexure-7 detail list of items.
- 6.4.12 Bidder shall ensure calibration of all equipment from time to time and maintain the same in best working condition and shall present to HOGPL representative as and when required.
- 6.4.13 Bidder shall make his own arrangement to provide all facilities like Accommodation and Transport, Canteen, Tea / Refreshments, Food, drinking water etc. to his employees.
- 6.4.14 Bidder shall not carry out any business at the premises / establishment / consumer base of the HOGPL other than that mentioned in the Bid. Bidder will safeguard the HOGPL's property, and any damage will have to be reimbursed to the HOGPL.
- 6.5 Administrative Management:
- 6.5.1 Bidder shall establish Area Emergency & Local Customer offices (other than those provided by HOGPL) as per clause no. 6.1.6, provide adequate office space with seating arrangements and required furniture / office equipment. AEO office shall have floor space of about 400 sqft & LCO office shall have 300 sqft of floor space and shall consist of minimum space to accommodate change room, Toilets & storeroom for materials, emergency spares, tools & tackles with dedicated space for emergency vehicle.
- 6.5.2 Bidder shall provide separate sitting arrangement i.e. table, chair, internet etc. for HOGPL EIC/ AEO In-charge at office location (other than those provided by HOGPL) as applicable.
- 6.5.3 Bidder should have their office equipped with computer, printer, scanner, required stationeries, telephone / mobile, internet facility, cupboards, racks for stacking materials, notice board, white board, CGD network drawing (which shall be updated on timely basis), other consumables etc.
- 6.5.4 The office shall be manned accordingly for shift operations, emergency handling of complaints, preventive maintenance, breakdown maintenance and other O&M functions as required for MDPE / GI / Cu network for piped gas distribution system.
- 6.5.5 Bidder shall provide emergency vehicle (Four-wheeler as per bid requirement) for attending emergency maintenances, customer complaints, site work prescribed in the scope of work including driver, fuel, preventive/ breakdown maintenance of vehicle. This vehicle shall be equipped with required tools and tackles (under Bidder's scope), mobile phones, public address system. HOGPL will provide UHF wireless communication equipment. Any cost towards repair of vehicle in case of any breakdown / accident shall be borne by the bidder including insurance claims.
- 6.5.6 Bidder shall also provide Two-Wheeler for attending emergency maintenances, customer complaints, site work as prescribed in the scope of work including fuel & maintenance



charges in case emergency vehicle is engaged on duty and as per direction of HOGPL EIC. The Two-wheeler shall not be older than 3 years and not used for more than 15000 Km at the time of deputation and shall have provision of carrying toolbox with basic tools. Separate charges will be paid for deploying Two-Wheeler as per the rate quoted in the S.O.R.

- 6.5.7 Bidder must provide two pairs of Uniforms (two shirts and two pants) ID cards (mentioning "Authorized to work on behalf of HOGPL.") and Personal Protective Equipment like hard hat as per BS EN 397 / IS 2925, Safety glasses/goggles as per BS 7028 / BS EN 166 - 167 - 168 GRADE 2 IMPACT /IS 8520, High visibility reflective Vest, covid kit, Safety Shoes as per BS EN 345 / IS 10667 and ear muffs to all his employees. No employee shall be allowed to work without uniform & PPEs. The bidder shall obtain prior approval of HOGPL for the design and color code of the uniforms.
- 6.5.8 Bidder shall ensure proper upkeep of utility system / services such as, Emergency Vehicle, HOGPL supplied Tools & Tackles / Materials, Water tanks, Drinking water, other accessories, etc.
- 6.5.9 Bidder shall provide stationery materials at office at its own cost, but not limited to; Logbook, Registers, Files, Note Book / Pad, Eraser / Ink, Sketch Pens, Tag / Stickers, Stamp Pad, Envelope, Rubber Band, Staplers / Staples, Punch, Pen, Pencil, Refill, Highlighters, Photocopy / Xerox, B&W/Color Printer/Scanner, etc.
- 6.5.10 Bidder shall be responsible to acquire and hold adequate quantities of Materials/Spares / Consumables / Tools & Tackles. (Annexure-5).
- 6.6 House Keeping:
- 6.6.1 Bidder shall be responsible for the house keeping of Equipment / Accessories, Office, Storeroom, Change Room, Washrooms which are under his scope including furnished office if provided by HOGPL on daily basis.
- 6.6.2 Bidder shall provide housekeeping materials at office / site at his own cost (for offices not provided by HOGPL), but not limited to, Detergent, Water, Phenyl, Hand Soap, Sanitary Items, Bucket, Cotton Waste, Brooms etc. Disposal of waste material / effluent should be carried out as per the environmental norms. Records of disposal to be maintained for further review.
- 6.7 Local Customer Care
- 6.7.1 Contractor shall operate Local Customer Care & the office shall be located in the city/ urban areas of GA (if space is not provided by HOGPL) and shall be manned accordingly for providing an efficient, state of art, customers care facilities to consumers of HOGPL
- 6.7.2 HOGPL intends to engage the Bidder for Local customer care, to offer its services for maintaining customer care relation, for grievances/ queries received through calls, letters, emails, through toll free number and other modes/ emergency handling of complaints.
- 6.7.3 Teller/ account services for Monthly Billing cycles & O&M services.
- 6.7.4 Contractor shall appoint well trained front desk executive to handle queries/complains of customer/ obtaining of customers feedback about LCC and provide solution to their utmost satisfaction based on data available.
- 6.7.5 Billing & Meter reading related works i.e., coordination with Meter Reader for readings, bill circulation etc.
- 6.7.6 Intimation BY LCC to AEO for O&M activities as per customer complain / resolution of



queries as required for industrial, commercial & domestic customers.

6.8 Communication & Information Technology:

HOGPL shall provide UHF wireless communication system with all accessories to bidder. Wireless tariff charges shall be borne by the HOGPL including one-time installation & periodic maintenance of the radio. Bidder shall ensure the proper usage of this facility and upkeep in good & operating condition. Any loss / damage / malfunctioning of equipment due to negligence of the bidder's staff to UHF shall be recovered from the monthly invoices of bidder. Bidder shall also provide dedicated smart mobile telephone set (suitable for the region) to its staff for complaint handling and site communication, its tariff charges / maintenance cost shall be borne by the bidder. Bidder shall provide IT related materials at site at his own cost, but not limited to; Desktop, Computer/laptop, Printer, Scanner, CDs, Pen drives, Computer Stationery, Printer Cartridge, etc.

- 6.8.1 Bidder shall upkeep all the data pertaining to O&M and submit the data backup in soft copies as per Owner's requirement.
- 6.8.2 Bidder shall provide internet connection 4 for day-to-day operation / reporting at AEO location.
- 6.8.3 Bidder shall provide the security password given on the system to the HOGPL representative for any official / vigilance objective.
- 6.8.4 Bidder shall provide smart mobile phone at each base for reporting to HOGPL with site related activities (if any).
- 6.8.5 Smartphones shall have HOGPL provided GIS Software installed in it which can be used in case of third-party damages / emergency handling.
- 6.8.6 Bidder shall provide desktop computer/laptop at bidder's office for daily data email communication, report generation and shall have software like SAP, GIS, autocad etc. (installed by HOGPL) installed in it.

6.9 Others / Miscellaneous

- 6.9.1 Bidder shall maintain and upkeep of the facility, emergency vehicle and HOGPL supplied tools & tackles (if any) as per the prescribed HOGPL's requirement.
- 6.9.2 Bidder shall not make any modifications within the facility / premises or layout without prior approval of HOGPL, in case where the office space is provided by HOGPL.
- 6.9.3 Bidder shall be responsible for the security at AEO (including stores for Materials, Consumables & Inventories Storage) and Materials Installations / Equipment, Worksite, HOGPL supplied tools & tackles (if any) etc.
- 6.9.4 Bidder shall ensure and manage the traffic especially vehicular at worksite during the work & in case of emergency as well.
- 6.9.5 Bidder shall intimate to HOGPL for any statutory problem, supply stoppage / interruption, break down / emergency shutdown etc. for better planning & functioning of the facility.
- 6.9.6 Bidder shall not entertain any outside person without HOGPL's written permission including Office visit, Photography, Video Shooting or any Interview.
- 6.9.7 Bidder shall ensure the availability of enough water (Potable / Drinking purpose) at site / office at his cost if required.

6.10 Manpower

Bidder shall deploy adequate number of skilled / unskilled personnel, to carry out the maintenance work & Customer Management for entire AEO area effectively in scheduled time, under the scope. No frequent change in the manpower is allowed during tenure of the contract.

Candidate selection criteria: STC Training - The agency personnel to be deployed shall undergo company sponsored STC (Safety and Technical Competency) training before they are assigned any job.

Medical examination:

At the time of joining of his employee, agency shall arrange to produce fitness certificate duly certified from authorized medical practitioner and submit the same to the Company for records.



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Also, the Agency shall ensure, once a year that the medical examination is done of his employees working in hazardous processes.

Qualification: Agency shall arrange the required manpower as per general guidelines, age, academic qualification, experience and specific certificate requirement as mentioned in the below table.

AEO MANPOWER				
Sr. No.	Designation	Experience required	Qualification	Min. Experience
1	Shift In-Charge	Experience in the field of operation & maintenance of natural gas pipeline (PE/GI/Cu) and resource management	Diploma Engineering	5 Years
2	PE Technician	3 years' experience in the field of maintenance of polyethylene etc.	Literate (min. 7 th std pass)	3 Years
3	GI Technician /Plumber	2 years exp. GI threaded pipeline/GI welded pipeline/Cu Tubing etc. maintenance etc.	Literate (min. 7 th std pass)	2 Years
4	Helper cum Patroller	Valid Driving license with min. experience of 2 years.	Literate	2 Years
5	Houser keeper	1 year work experience preferably in CGD industry	Literate	1 Year
6	Driver-Emergency and office vehicle	Valid Driving license with min. experience of 3 years.	Literate (min. 7 th std pass)	3 Years

LCO Manpower				
Sr.No.	Designation	Experience required	Qualification	Min. Experience
1	CRM/Supervisor	03 years in similar field (Local Customer Care Office	Graduate in any Discipline, working knowledge in computer	3 Years
2	Front Desk Executive Cum Accounts Executive	02 years in similar field Local Customer Care Office	Graduate (Eco/Commerce)/ ICWA or equivalent, working knowledge in MS office, SAP or equivalent software	2 Years
3	Data Entry Operator	1–2 years' experience in Data Entry	Graduate in any Discipline, working knowledge in computer	1 Year

Note

- Reliever to the shift personnel to be provided.
- Bidder to prepare monthly shift schedule well in advance and submit for approval of HOGPL. Frequent shifts change per person is not allowed.

Guidelines on working conditions:



- The working hours on the Site shall be decided by the Owner and the Contractor shall adhere to it as per General Condition of Contract
- Agency employee shall avail leaves, paid holiday, weekly off and other benefit as per prevailing labour laws. For paid holidays and leave, the following provisions to be followed:
 - a) Paid Holiday
 - a. Agency to provide Public Holiday as per Act applicable and ensure its compliance. The applicable Public Holiday is as per the below mentioned table.
 - b) Leave (Privilege Leave)
 - a. Agency to extend Privilege leave to its staff as per Act applicable and ensure its compliance. The applicable Privilege leave is as per the below mentioned table.

Overtime: @ double rate to be paid to contract workmen

- Agency shall ensure that their staff are paid OT as per the rates prevailing in the relevant Acts.

Gratuity:

- Agency to pay gratuity to the eligible employees as per the payment of Gratuity Act.
- For those not covered under ESI, Employee Compensation policy to be taken.

Detailed Job Description / Responsibilities of Manpower deployed for AEO & LCO:

Bidder shall deploy the above specified manpower, with relevant educational qualifications & professional experience in similar field to perform their duties, as described below:

Overall, In-charge/Supervisor:

O&M Supv. shall be overall In-charge of entire O&M activities. He shall be qualified Diploma Holder with relevant experience. He will be a coordinator to interact / interface with the OWNER / its representative. O&M Supv. will be responsible for execution of all relevant work such as Manning / establishment of control room activities, Patrolling & monitoring of Operation, Maintaining Record, Reporting and periodic / emergency maintenance. O&M Supv. has to ensure the smooth & trouble-free operation of all the equipment, installation & associated facilities, gas supply, administrative functions, HSE, consumer service, Liaisoning, etc includes assisting OWNER in Gas Reconciliation. Also, he shall be responsible for stores / assets management, co- ordination for major job with OWNER / its representatives. O&M Supv. shall plan all the activities according to approved AOMP (**Annexure-8**) and shall monitor the same. He will be responsible for inventory management, especially for essential spares / assets management. Supervisor will be responsible for supervision, monitoring and execution of day-to-day shift duties effectively pertaining to emergency handling, preventive maintenance of all assets/network as per schedule, consumer complaints / services. Apart from above, he shall be responsible for day-to- day reporting, data logging for the activities performed as per MIS. He shall also be responsible for Liaison with local authorities, etc. He must be competent in maintenance and troubleshooting related to PNG network breakdowns.

PE Technician

PE Technician cum plumber shall be responsible for emergency / break down/preventive maintenance/consumer complaints and day- to-day reporting to the Shift In-charge / Supervisor. By regular check, he should ensure working of tools & tackles, essential for his job, similarly should also



ensure the availability of minimum stock as per minimum inventory level of each consumable for emergency repair / maintenance. He shall be responsible for the electro fusion jointing of PE pipes for Distribution mains / Services. He is responsible for execution of LPT / LDT and should have good working knowledge on execution of LPT / LDT. He should have relevant work experience and necessary qualification certificate from recognized agency for PE welding / Electro fusion. He shall have the trouble shooting knowledge of Electrofusion welding machine / LPT / LDT. He should always carry his competency card and should produce the same on demand and ensure the validity of his competency certificate after attending required training for the same. He should respect / follow the company's guideline and use the PPEs as per job.

GI Technician/Plumber

GI Technician shall be responsible for safe handling of emergency/break down maintenance in response time & must wear all recommended PPEs while on job, for carrying out the leakage test of the facility at the customer's premises as per weekly/monthly plan provided by HOGPL, attending leakage complaints on top most priority and reach the customer's premises within 30 min of reporting, should not collect any cash from the customers under any circumstances., should not enter into arguments with the customer and in case of any dispute report the matter to the Shift In-charge/In-charge immediately and follow instructions/directions given, check for any unauthorized fittings, non-standard hose pipe, damaged hose pipe etc. while carrying out the regular checks/ maintenance and report the matter to Shift In-charge/In-charge and record such details in the service report and obtain customer signature.

Helper cum Patroller

Literate & physically fit helper shall be deployed for the assisting to technician for all activities. He shall be aware of PNG equipment maintenance activities such as MDPE pipeline, SR, Valve Chambers, etc. in case of gas leakage emergency. He shall also assist in initial excavation in case of third-party damage situations and provide assistance to PE Technician for any job pertaining to Maintenance. He shall be responsible for excavation of trenches, pits, cutting of excessive grass / housekeeping in vicinity of SR/TB/DRS/DCU/CPRS,MRS, Valve Pit, etc. in case of gas leakage, emergency. He shall also carry out the housekeeping, office assistance and assistance to Technicians for any job pertaining to Maintenance. Additionally, he will be responsible for daily patrolling of MDPE & Steel Network (Within City Area). The patroller will start the patrolling in the designated route and carry out a thorough patrolling & checks like Road/ Nalla/ Rail Crossing, Valve-Chamber, Excavation on Pipeline, Gas Leakage if any, condition of Markers etc. during the patrolling, In case of any observation is mentioned &/or narrated by the patroller, then the Supervisor along with the HOGPL engineer must immediately rush to the site of the vulnerable location to confirm the third-party activity. The vulnerable location format shall be filled by the patroller/ supervisor & shall be submitted to the O&M in-charge of the respective site. The filled-up format after site visit & review shall be submitted to HOGPL engineer.

Driver

Driver should have necessary valid driving license for driving LMV from regional transport office. He shall be responsible for driving the emergency vehicle in shift operations situated at AEO. He should have basic knowledge of automobile for maintenance. He shall be responsible for driving of vehicle & assistance to technical group in case of any emergency arises. He shall clean & upkeep the vehicle in good working condition. He should ensure the ever readiness of Emergency Vehicle, public announcement system and wireless equipment and mobile phone according to check list on daily basis. Apart from driving of vehicle, he will provide assistance to the team at site and in office.

Supervisor / Customer Relation Manager [CRM]

Interface with HOGPL O&M In charge. Leading LCO & reporting to AEO Engineer In charge possess



highly skill related to public relation management. Ensuring timely redressal of complaints, with local authorities, Liaisoning like Dist./ NHAI/Railways/PWD etc. Generation of complain numbers, forwarding to AEO/ ECR, monitoring & updation of complaints, billing, etc.

Front Desk Executive cum Accounts Executive

To handle queries/complains of customer, receiving cash for PNG bills, obtaining customers feedback about LCO and provide solution to their utmost satisfaction based on data available. Maintaining account details related to PNG bills, cheque/ draft etc. receiving all calls related to billing, o&m services, complaints & emergency calls

Data Entry Operator for LCO

Data entry operator for entering commissioning details of customers, O&M service records and for maintaining all O&M related documentation in ERP software of HOGPL.

Minimum Manpower Requirement per AEO & LCO:

This is general requirement and for specific requirement of GA, please refer PTS clause of Minimum manpower requirement of GA.

Category	Minimum Nos. of persons to be deployed per AEO team			Total
	Shift-I	Shift-II	Shift-III	
Overall In charge / Supervisor	1	1	1	3
PE Technician	1	1	1	3
GI Technician/Plumber	1	1	1	3
Helper cum Patroller	2	2	2	6
*Driver	1	1	1	3

*Driver will be used for Emergency 4-Wheeler Vehicle

Category	Minimum Nos. of persons to be deployed per LCC team	
	General Shift	Total
Supervisor/CRM	1	1
Front Desk Executive	1	1
Data Entry Operator	1	1

Shift Timings as given below or as directed by HOGPL EIC:

- Shift-I - 06:00 to 14:00 Hours
- Shift-II - 14:00 to 22:00 Hours
- Shift-III - 22:00 to 06:00 Hours
- General Shift - 09:00 to 17:30 Hours

Contractor shall ensure that the minimum manpower as per above Table is deployed per AEO & per LCC to carry out jobs as defined in this document. Manpower defined in the above table is for reference only and there may be variations as per site experiences and requirement.

6.11 GENERAL INFORMATION

Apart from specific job-related responsibilities and requirements, there are certain general rule and regulations that must be followed by all working persons of Bidder as follows:



- 6.11.1 Smoking is strictly prohibited and use of any match, lighter or other means of producing, flames, spark or articles of similar nature is prohibited, at office, everywhere on gas network and installations of HOGPL.
- 6.11.2 Report promptly any situation affecting the safety of self or fellow employees or property and public in general.
- 6.11.3 Employees should train themselves to be on the lookout for regulatory safety signs and should observe them all the time.
- 6.11.4 Any person sustaining an injury on the job, no matter how small, should report for first aid / medical treatment.
- 6.11.5 Horseplay or fooling around while on duty is strictly forbidden.
- 6.11.6 Jumping on or off the Emergency Vehicle is prohibited. Employees should wait until vehicle stop before attempting to board or alight.
- 6.11.7 Employees must stay within their working zone and shall not roam around the other installation of or any other area.
- 6.11.8 Running, jumping or throwing material on job site is prohibited.
- 6.11.9 Where walkways are provided use them. Don't use short cuts.
- 6.11.10 Drive cautiously near the gas installation and gas rich area. Stick to speed limits and other instructions e.g. No parking Vehicle Entry Prohibited, etc. vehicles shall be parked in parking places only.
- 6.11.11 Personnel doing hot job or working near open fire shall not wear clothes made of highly combustible synthetic fibers such as nylons, polyesters etc.
- 6.11.12 Wearing of jewelry ornaments should be avoided while working at site.
- 6.11.13 Only authorized persons may turn valves or operate any equipment or machinery on any installation.
- 6.11.14 No employees should interfere with, remove, displace, damage or destroy any safety devices or other appliances installed for protection of personnel and plant equipment.
- 6.11.15 Cleanliness is necessary for a safe work practice. Wastage like used papers, plastic etc. should be deposited in proper receptacles.
- 6.11.16 Every employee should study safety orders thoroughly and make proper use of all safety devices and equipment furnished for his protection and the protection of others.
- 6.11.17 Every employee must familiarize himself with location and usage of safety devices and firefighting system.
- 6.11.18 Be sure you understand emergency instructions. Anticipate what you will do in case of emergency.
- 6.11.19 Transportation of manpower through JCB, Hydra, Air compressor machine vehicle is strictly prohibited.

6.12 Detailed activity details

6.12.1 Complaint handling / Emergency response / Network damage repair

The requirement stipulated in this clause shall supplement the requirement of customer services, where different type of complaint arises looking to the various customer aspects. Generally, complaints/service requests shall be observed, as described below:

- 6.12.1.1 Gas Leakage / Gas Smell / Gas Escape / Fire
- 6.12.1.2 Connection Verification by AEO
- 6.12.1.3 Gas Supply Stoppage
- 6.12.1.4 Low Pressure / High pressure conditions
- 6.12.1.5 Meter Not Working
- 6.12.1.6 Meter Replacement
- 6.12.1.7 Temporary Disconnection
- 6.12.1.8 Permanent Disconnection



- 6.12.1.9 Reconnection
- 6.12.1.10 Billing related
- 6.12.1.11 Refitting/fixing of RCC guard
- 6.12.1.12 Any other type (Not mentioned above)

6.12.2 Activity Steps for Leak Survey

- 6.12.2.1 To prepare annual and monthly leak survey plan for covering the whole network in line with the annual maintenance plan for actual execution.
- 6.12.2.2 For planned Leak Survey, to decide the network leak survey area and frequency based on the experience and records, post LPT data, criticality of network, activities carried out by other utilities.
- 6.12.2.3 To identify the person and train / educate them for network geography, effective leak survey procedure, emergency communication for heavy leakage and preparing report & record.
- 6.12.2.4 To carry out emergency leak survey for the section / network vulnerable to damage due to sudden development / construction activities by other utilities / government agencies.
- 6.12.2.5 To ensure that the gas detector which can measure gas in ppm level is working, calibrated & with fully charged batteries. To keep the spare batteries depending on the job to be carried out. Calibration certificate to be produced as and when required.
- 6.12.2.6 To wear PPEs like safety shoes, cotton dress, reflective jacket & I-card and COVID-Kit as applicable and ensure your personal safety from vehicle and building under construction, electrical installations etc.
- 6.12.2.7 If leak is observed during LPT, then to carry out leak survey by walking along the pipeline route as per as-built drawing, markers and valve chamber position with gas detector keeping probe just 2" above the ground.
- 6.12.2.8 To observe / hear the detector findings carefully and record the same.
- 6.12.2.9 To monitor the gas leak in drainage manhole or other such chambers, also survey surrounding area, manholes for measuring extent of leakage.
- 6.12.2.10 To record the leak % and area / location of leak and to prepare survey report in standard format.
- 6.12.2.11 Rectify the leakage if any observed during this activity.

6.12.3 General Guidelines for Emergency / Breakdown / Shutdown Activities

- 6.12.3.1 The damages & leakages shall be first attended by squeezing the pipelines and in case of unsafe conditions as per the assessment of AEO in charges, pipeline network shall be isolated through Isolation valves.
- 6.12.3.2 Bidder's personnel should be well experienced and trained to handle the emergency maintenance of natural gas distribution pipelines (mains and services lines). They should always be very much vigilant in monitoring the process condition on field instrument and they should be very much open to any calls / information from field personnel natural gas consumers or any third parties relating to any emergency of major leak, damage of pipeline or fire / explosion in the pipelines gas distribution system.
- 6.12.3.3 In case of any accident on CGD Network or at the consumer's premises, the site supervisors / technicians should immediately rush to the affected site, assess the situation, coordinate with HOGPL. They should close / shut off the upstream isolation valve / control valve installed on the network or from CGS / DRS /DCU/ SR if required. Use of CGS/DRS/DCU valves shall not be done without consent from HOGPL EIC.



- 6.12.3.4 Bidder shall also be responsible for coordination with local government/semi government/private agencies/ other utilities agencies/ Police, Fire Brigade and hospital / dispensaries etc. for emergency/ breakdown help / rescue.
- 6.12.3.5 Coordination with hospital/dispensary and provision of ambulance/fire brigade as and when required.
- 6.12.3.6 Bidder shall train their personnel as per HOGPL guidelines for handling emergencies.
- 6.12.3.7 Bidder shall plan bi-monthly meeting for improvements / suggestions through learning from experiences. This meeting will also be attended by HOGPL representatives / coordinator for review of emergency handling / management.
- 6.12.3.8 Bidder shall shut down the pipeline inlet system at isolation valves of all stations in case of fire and major gas leak, excess odorant smell, stoppage of supply from gas source or supplier. However, HOGPL shall be consulted in such shut down / emergency.
- 6.12.3.9 Bidder shall not neglect even a small leak, if detected. He shall immediately act upon to check / arrest the leak, which may result into disaster, if the gas catches fire. In case of heavy leakage or burst pipes the exposed gas jet becomes potentially hazardous; hence, the area should be isolated, vent safely and replace the affected portion of the affected area. They should also inform to all the concerned.
- 6.12.3.10 Bidder shall be very much vigilant in monitoring this type of situation. If this kind of situation arises then bidder shall inform to HOGPL. Only one thing must be kept in mind while taking any emergency action that human life has the topmost priority, followed by safety of the permanent installation.
- 6.12.3.11 Bidder Maintenance team member should immediately inform to the responsible authorities (Bidder's or HOGPL's representative, Police, Fire Brigade, etc....) to take immediate and proper action to control the emergency accident hazard / fire and save man and machine / gas distribution pipelines, and public utilities in vicinity of the affected area.
- 6.12.3.12 The bidder shall prepare call note for each complaint, which will be kept & preserved as record.
- 6.12.3.13 In case of excess odorization / dosing, action shall be initiated as per the plan by bidder's personnel, includes effective public / mass announcement, control of situation, safe venting of gas, attending consumer complaints door to door.
- 6.12.3.14 In case of power failure, the bidder 's personnel should ensure alternate arrangement of power supply at site, if required. However, for HOGPL's premises, this should be solved in coordination with HOGPL or its representative.

6.12.4 Procedure for attending Gas Leakage / Gas Escape on PE & GI/Cu distribution network:

Handling gas leak / network damage is the activity carried out quickly and safely arresting the gas leak or pipe damage and restoration of gas supply to the customers. The gas leak on the underground network poses the potential hazard of asphyxiation / fire / explosion and environmental concern. Hence timely and safely attending the gas leak and restoration of gas supply to the customers are very important tasks as it has direct effect on company's reputation, operation, safety, quality, production, customer satisfaction and environment.

- 6.12.4.1 General Instructions while handling Gas Leakage / Gas Escape.
 - 6.12.4.1.1 Bidder shall take care to prevent damage to other underground utilities like telephone/mobile cables, other gas/fuel pipelines, water lines, electricity and all cables, other pipes, ducts, drains and tunnels whatsoever. Bidder will at his own cost repair or replace damaged portion of utility or pay to concerned



department for getting it repaired, in the event of any damage caused by the bidder.

- 6.12.4.1.2 Bidder shall use mechanical excavators for excavating trenches only in consultation with HOGPL EIC. This will not relieve the bidder from responsibility for any type of damage to existing services.
- 6.12.4.1.3 Any complaint regarding network damage must be repaired as per HOGPL SLA, failing which, HOGPL has right to impose penalty as defined in this document. - **Annexure-1**
- 6.12.4.1.4 All topsoil, road metal or other surface material and hard-core shall be kept separate from other excavated material over the width of the trench and good soil should be used for back-filling over the pipeline (i.e. without any stone pieces, brick, garbage, sharp edged particles, etc.). Maximum possible care should be taken while backfilling the trench over the pipeline. The pipeline should not have any tension while back-filling. Also, ensure warning tape is put over the pipeline.
- 6.12.4.1.5 Bidder shall obtain permit for maintenance work in government/Townships, Consumer premises and Commercial establishments prior to start of work.

6.12.5 Complaints

- 6.12.5.1 Related to Network, PNG Installation inside consumer premises, i.e. gas leakages in underground/ above ground pipeline / installations / equipment, valve chambers, No Gas / Stoppage of supply, fire & explosion, etc.
- 6.12.5.2 Gas smell in kitchen / house, volunteered dis-connection, re-connection, No Flame (Under Pressure), High flame (Over pressure), Meter malfunctioning or showing incorrect value, emergency call etc.
- 6.12.5.3 Proper guidance to be given to consumer for complaints related to stove/burner/conversion.
- 6.12.5.4 Complaint handling for fast meter, meter not running, and meter replacement & meter recalibration also is in the scope of bidder.
- 6.12.5.5 Complaint handling for Fixing/refitting/replacement of RCC guards
- 6.12.5.6 Bidder must give priority in following sequence: Fire & Explosion>Gas Escape>Gas Supply Interruption > Other Category of consumer complaints as per SLA > Routine or Periodic O&M.
- 6.12.5.7 Emergency response / Complaint handling will be done as per HOGPL Guidelines.
Bidder shall strictly follow the HOGPL procedure while handling complaints.
- 6.12.5.8 Complaint handling for billing related queries

6.12.6 Disconnection / Re-Connection

Bidder shall be responsible for disconnection and re-connection procedure of all PNG consumers (Domestic /Commercial / Industrial). However, it should be performed in consultation with the HOGPL / its representative.

- 6.12.6.1 Disconnection: Disconnection procedure can be categorized into following types. Bidder shall carry out following activities:
 - 6.12.6.1.1 Temporary Disconnection:
 - Bidder personnel shall receive the consumer application form from HOGPL's representative. After receiving temporary disconnection request, bidder shall send AEO team for physical disconnection. On completion of Temporary disconnection as per the instructions of HOGPL EIC, submit the document to HOGPL EIC confirming the disconnection to update the details in billing



- software.
- Bidder's team on successful disconnection shall intimate / provide the details to billing personnel for necessary entry / update in the billing software. The response time for this activity shall be fixed by the HOGPL SLA.
- 6.12.6.1.2 Temporary Disconnection (Dunning)
Temporary disconnection shall be carried out in following cases.
- Non-payment of gas consumption bill as per HOGPL's Policy.
 - Non-payment of installation cost, penalty for various reasons.
 - Using gas with unsafe installation / circumstances or tampering / manipulation of installation / equipment or for any other technical / non-technical reason.
- This activity shall be carried out in close consultation with HOGPL / its representative. After successfully carrying out such disconnection, necessary report / updating in billing software/ MIS shall be made. The charges and modus-operandi shall be decided by HOGPL.
- 6.12.6.1.3 Permanent Disconnection
- Bidder personnel shall receive request for permanent disconnection from HOGPL's representative. Bidder shall send AEO team for physical disconnection. On completion of Permanent Disconnection as per the instructions of HOGPL EIC, submit the document to HOGPL EIC confirming the Permanent disconnection to update the details in billing software.
 - Bidder shall disconnect the connection & disconnected materials i.e. GI pipes & Fittings, Domestic meter & regulator, Ball Valve & Gas Tap etc. shall be recovered from site & handed over to HOGPL's representative.
 - Bidder's team on successful disconnection shall intimate / provide the details to billing personnel for necessary entry / update in the billing software.
- 6.12.6.1.4 Re-Connection:
- On receipt of consumer request for re-connection, bidder shall send AEO team for reconnection.
 - Bidder's technician, on successful re-connection shall intimate / provide the details to billing personnel for necessary entry / update in the billing software to enable to issue the bill to the respective consumer.

6.12.7 Patrolling of Distribution / Service Line (To be done under scope of Part-A)

- On receipt of O&M contract, BIDDER shall take specification / detail of PE distribution network, as-built drawings, testing reports and other construction records from OWNER
- Villagers / public along the right of way shall be adequately made aware of the possible consequence of gas leaks and this shall be included as a part of regular audit.
- BIDDER shall visit overall site along with related staff members to make themselves aware about route, type of laying, special crossing, and size of pipeline
- BIDDER shall take As built drawings / schematic etc of network from OWNER or from its contractor in soft copy and shall be updated regularly with repairs / modifications carried out over the time period
- BIDDER shall identify Emergency and interconnection valve chambers in consultation with OWNER as per requirement of flow curtailment / emergency stoppage of Gas supply. Emergency vehicle shall be equipped with all necessary valve keys to operate valves, pipe piece for leverage, leak clamps, tools tackles and consumables to handle the gas leak or fire emergency on gas network
- Based on the findings of monitoring and patrolling activities, necessary actions BIDDER shall plan in consultation with OWNER and same shall be implemented / executed to maintain the overall safety and integrity of network.
- In case of breakdown of valve chamber or valve of PE, BIDDER shall repair / recondition.



- BIDDER shall arrange patrolling staff to inspect the areas of construction activities & physical deterioration if any of exposed pipes and supports, which could cause damage to the pipe & result in gas leakage & subsequent hazard to public safety.
- BIDDER shall divide the total network route in sub-route / section such that total network can be patrolled as per the instruction of OWNER EIC.
- Maintenance team members shall inspect pipeline at critical sections / locations / chainage, such as rail crossing, waterways road crossing, etc. at periodicity advised by OWNER EIC in order to ensure good, no leaks condition, general construction activity, or any other factors, which may affect the safe / uninterrupted operation of gas distribution system.
- BIDDER shall depute manpower separately as advised by OWNER EIC in order to safeguard gas pipeline against any kind of third-party excavation threat & other utility / ROW work.
- BIDDER's scope shall also include patrolling of PE Pipeline / Distribution Mains (network) for entire CGD network established in various villages / townships, main roads including MP and LP Pipelines.

Activity Steps for Patrolling:

- For planned patrol, to decide the network patrolling area and frequency based on the past experience and records, criticality of network, activities carried out by other utilities. Monthly planned patrolling need to be carried of MP -PE network. And additional patrolling shall be carried out based on need based.
- To prepare the annual and monthly patrol plan for actual execution.
- To identify the person and train / educate them for network geography, effective patrolling procedure, emergency communication for leakage and preparing report & record
- To carry out emergency patrol, for the section / network vulnerable to damage due to sudden development of activities by other utilities.
- To check the condition of vehicle like, fuel, tyre pressure, breaks, light, oil level, side light etc. before starting patrolling
- To ensure availability of drinking water, first aid and other specific requirement if any
- To wear PPEs like safety shoes, cotton dress and reflective jacket
- To carry out patrolling by driving the vehicle along the pipeline route, as per, as-built drawing, markers and valve chamber position, observing activities on pipeline as per check list, like excavation, construction, encroachment,
- To coordinate and monitor with external agencies working on charged network of OWNER as per permissions issued on pipeline route.
- To understand their work, extent of excavation and its potential hazard to underground gas pipeline
- To explain them, about the gas pipeline network / route and precautions to be taken to prevent damage to gas pipelines.
- To provide / update them with contact number and other details of OWNER's authorized EIC for assistance.
- To collect details of their supervisor like contact number, address etc for further coordination
- To prepare report in standard format and submit to HOGPL Representative as per predefined frequency
- Role of a Patrol Person

Items to be Checked, not limited to the followings.

The following items are required to be inspected on a regular basis or as per AOMP. Many of the items listed do not require daily inspection, and judgement is required as to the regularity of inspection of each individual item. The patrol frequency will be daily or weekly depending on the location, size of the pipeline, operating pressure, general construction



activity, and other factors.

6.12.8 Others

- 6.12.8.1 The purpose of extending consumer services & complaints handling is to manage / facilitate the day-to-day operations in such a way to enhance the satisfaction of PNG consumer at optimal level with due adherence of HSE / Statutory aspects, which will be related to technical & non-technical issues.
- 6.12.8.2 The services & Complaints shall be handled as per the Service Levels Agreement and shall be responsible for achieving targets / Benchmarks set in Management Plans specified by HOGPL.
- 6.12.8.3 In addition, bidder shall install route markers, PE ball valves, valve chambers, service regulators, help in resetting of network assets i.e. SR, flushing and purging, witness commissioning activities of various assets in AEO boundary, capture and maintain GIS co-ordinates, Sniff test for measuring Odor Level as per HOGPL requirement.
- 6.12.8.4 Bidder shall carry out preventive maintenance of Service Regulators / Riser regulators, PE Ball Valves / Valve Chambers, MDPE Patrolling, Walk-In survey of MDPE network, LPT of Secondary & Tertiary Network, Preventive maintenance of MS Culvert, DRS/DCU Downstream Transition fitting joints, Painting of Assets, consumer connection as per the schedule decided by HOGPL.
- 6.12.8.5 Bidder shall maintain utility register for communication of various agencies on daily basis, report of Gas Escape / Near Miss / or any other incident shall be reported by the bidder. All reporting formats shall be submitted by the bidder as per HOGPL requirement.
- 6.12.8.6 Material consumption data shall be provided by bidder to HOGPL on daily basis as per required format.
- 6.12.8.7 Ensure there is no leakage after job completion. During the execution of work, utmost care must be taken so that no property or part of the property is damaged. If in case the damage is done by whatsoever reason or due to any negligence on your part the damaged property or part of the property shall be repaired / replaced by Bidder. No additional payment shall be done by HOGPL.
- 6.12.8.8 Bidder has to assist HOGPL for compliances of various internal and external Audits. The Bidder shall carry out work under his scope to ensure that no adverse audit observations are invited. Bidder will also coordinate and cooperate with Audit Agencies during such audits.

6.12.9 EMERGENCY VEHICLE:

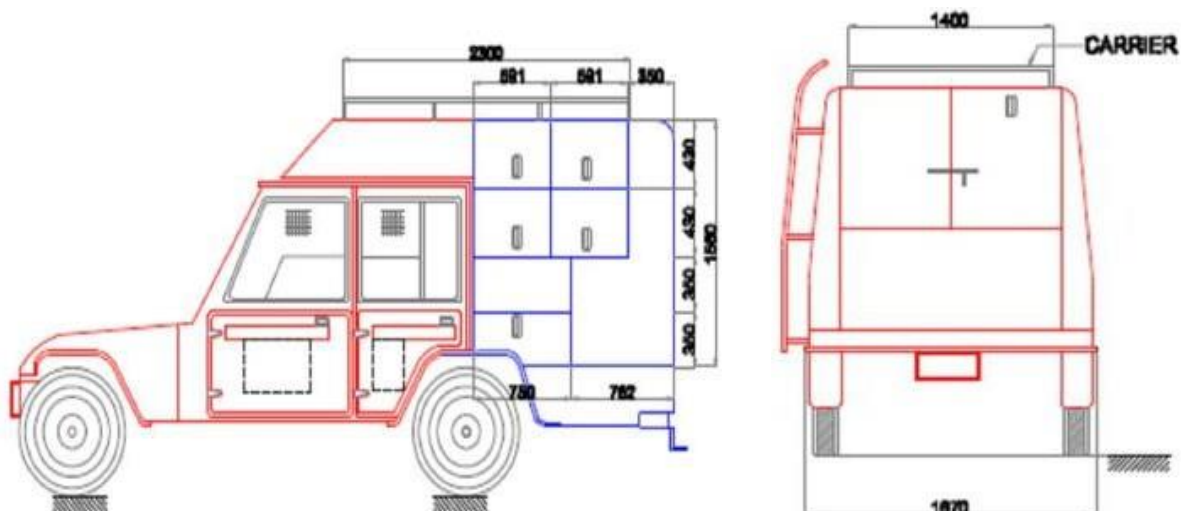
- 6.12.9.1 Model of the Emergency Vehicle (4-Wheeler) to be provided by the bidder. It should not be older than one year & must have not run more than 30000 KMS at the time of mobilization at site. The vehicle to be deployed should be standard and established models like Mahindra Bolero Camper model/ TATA Xenon Crew Cabin 4 + 1 Seater or equivalent model complying to BS-VI. CNG fueled vehicle shall be preferred.
- 6.12.9.2 The vehicle pay load shall be 0.7 to 1 ton and shall be within the GVW of vehicle as declared by manufacturer.
- 6.12.9.3 Standard reasonable load carrying vehicle, with open truck type body and good maneuverability that can be converted into maintenance van, after building customized body for storage and security of various consumable materials, equipment and tools & tackles, pipes and fittings, PPEs, fire extinguishers etc. generally required for handling fire, gas leak / escape emergencies/consumer complaints and routine/break down maintenance of network and installations is also preferred.
- 6.12.9.4 Vehicles shall comply with the existing emission norms for city region,

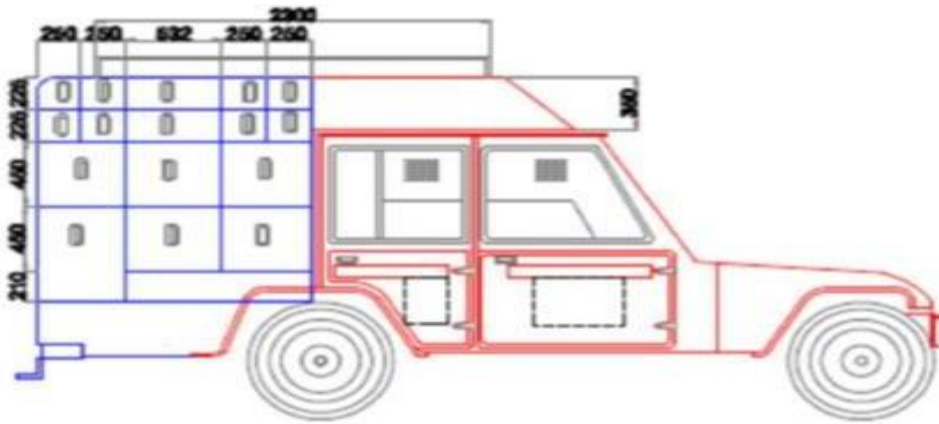


- registered in adjoining or operating city areas with valid goods as well as public transport license / permit.
- 6.12.9.5 Bidder shall provide Emergency Vehicle along with accessories and the vehicle shall be used and kept in good working conditions all the time. Driver to be deployed on this vehicle must be well trained / experienced, non- alcoholic & dressed in approved uniform.
- 6.12.9.6 For handling emergency calls and carrying out various planned operation and maintenance activities of the city gas distribution system, availability of well-equipped vehicle called normally as Emergency Vehicle is very important.
- 6.12.9.7 For highlighting the company identity, the Emergency Vehicle shall be painted with HOGPL logo, name, and contact telephone numbers & special color & design approved by HOGPL to ensure it has good aesthetic look.
- 6.12.9.8 Vehicles shall have HOGPL logo on front and side panels and 'EMERGENCY VEHICLE' letters painted in radium as per design and specifications of HOGPL. Obtaining necessary statutory approval for the same if required shall be in the scope of bidder.
- 6.12.9.9 For monitoring the vehicle movement, bidder should mandatorily install Vehicle Tracking System (VTS). If VTS is not working properly, the same shall be informed by bidder to HOGPL immediately and shall be repaired without delay. Any detour away from the scheduled route / route to be followed for attending maintenance activities will not be considered as a part of the KM charges to be paid.
- 6.12.9.10 The Emergency Vehicle shall also be fitted with public announcement system and wireless equipment (UHF base station provided by HOGPL). The public announcement system is required for making announcement for stoppage and resumption of gas supply, during pipeline damage / gas escape, or equipment failure and for festival safety. The UHF wireless equipment is for contact with control room from remote areas.
- 6.12.9.11 As stated above, ever readiness of Emergency Vehicle with all required items is very important, and hence should be operated and maintained with utmost care. The vehicle should be used only for intended purpose. The copy of records of the maintenance done shall be submitted along with the bill for that month.
- 6.12.9.12 In case of breakdown, the bidder shall arrange replacement vehicle within 4 hours. The replacement vehicle shall be the same type and construction with valid goods carrier permit. The vehicle shall be in good condition and fit for use. Bidder will shift all tools, materials, PPES & equipment to alternate vehicle without any delay.
- 6.12.9.13 Ensure driving of the Emergency Vehicle with lawful and traffic safety.
- 6.12.9.14 The regular checks and inspection procedure should be established, assigning responsibility to Shift In-Charge. The vehicle should be checked daily in the morning having checks for tyre pressure, engine oil, fuel level, other abnormalities like over temperature, vibration, noise etc. including Public Announcement and Wireless system.
- 6.12.9.15 The Emergency Vehicle should be regularly serviced in a good, equipped garage. Similarly, the tools & tackles should be checked as per HOGPL norms to ensure the availability and working condition of each item. The effective material reconciliation procedure should be followed and check list should be prepared to ensure the availability of pipes and fittings and addition for the consumed pipes and fittings. The replacement for the use / lost items should be done immediately by bidder otherwise there are chances of forgetting the replacement.
- 6.12.9.16 The fire extinguisher, pressure gauges, torches stored in the emergency vehicle, should be periodically checked, and calibrated for their working. For

- overall security of all items, the Emergency Vehicle should always be locked and guarded, when not in use.
- 6.12.9.17 At site the Emergency Vehicle should be parked at safe and secured place, keeping watch. Take out the required items only, do not remove / take out unwanted items, from the Emergency Vehicle. Ensure that all equipment returned in the Emergency Vehicle to their respective place, after repeatedly looking outside, here and there.
 - 6.12.9.18 Bidder shall maintain the day-to-day records as per MIS & submit it along with monthly reports.
 - 6.12.9.19 Vehicle should be maintained in proper working conditions throughout the tenure of the contract by carrying out preventive & breakdown maintenance as per Vehicle Manufacturer's recommendations.
 - 6.12.9.20 Bidder shall submit the report on such scheduled or breakdown maintenance performed from time to time. All the inspection & maintenance should be carried out by authorized dealers only.
 - 6.12.9.21 Bidder shall make an alternate arrangement in case of Periodic maintenance to be carried out or for RTO purpose, required from time to time at his own cost & risk. Bidder shall ensure that in such case, the services are not affected.
 - 6.12.9.22 Any penalty for non-compliance or delay in compliance of statutory matters shall be realized / recovered from bidder.
 - 6.12.9.23 Bidder shall ensure the validity of driving license for the drivers deployed on vehicle.
 - 6.12.9.24 Bidder shall be solely responsible for any accident of vehicle & caused damages to vehicle or the property of third party or the human (injury or death). Such cost shall be borne by bidder & any complaints in police or competent authorities in this regard shall be taken up at his cost & risk including insurance claim, repairing of vehicle, damage to third party, etc.
 - 6.12.9.25 Vehicles shall be fitted with speed controller and retractable seat belts for all passengers.
 - 6.12.9.26 Vehicles shall be fitted with the reverse horn & camera system.
 - 6.12.9.27 Vehicle shall have provision for generator rack to carry portable diesel generator to work- site.

An illustrative sketch of an emergency vehicle is attached herewith (prior approval of HOGPL shall be taken before carrying out the modification and branding on the vehicle).





6.12.10 Documentation

The vehicle drivers shall keep the original copies of their licenses with them while driving the vehicles. The vehicle drivers shall ensure that their driving licenses are valid and renewed on time.

The legal documents include:

- 6.12.10.1 Registration Book
- 6.12.10.2 Insurance
- 6.12.10.3 Driver's license
- 6.12.10.4 PUC certificate
- 6.12.10.5 License for wireless device
- 6.12.10.6 Documents related to CNG Kit & cylinder (in case of CNG vehicle)
- 6.12.10.7 Tremcard (Transport Emergency Card), if applicable
- 6.12.10.8 Fitness Certificate issued by Transport Department (RTO).
- 6.12.10.9 Tax certificate

6.12.11 VEHICLE TRACKING SYSTEM

Vehicle Tracking System shall be installed & maintained by Bidder at no extra cost to Owner. VTS shall be as per Owner's specifications.

6.12.12 Reporting

Bidder shall be responsible for reporting as per HOGPL's "Management Information System" (MIS). HOGPL shall provide the copy of MIS to the bidder, according to which bidder has to submit the same for perusal & approval of HOGPL. Typically, the bidder shall prepare the following reports but not limited to:

Bidder shall prepare General Reports regarding the CGD operations in Daily, Weekly or Monthly and submit the same to HOGPL in soft as well as hard copy in the format provided to the bidder.

The general activity report mainly comprising of Daily Progress Report, PE & PNG Updates, Periodic/ Preventive / Breakdown / Shutdown job (if any)

Customer service call notes, Emergency vehicle records, First-Aid up keeping, Stores and Inventory reports

Bidder shall follow maintenance plan given by Owner and submit all reports along with supporting documents for the same.

Bidder shall submit maintenance activity report with reference to the Maintenance plan.



Bidder shall maintain daily status for the Material In & Out.

Bidder shall ensure that all Near Misses occurred during execution of the work are reported time to time to HOGPL. Any Hazard spotted while on job shall be reported to HOGPL for further mitigation. Any incident / Accident shall be reported to HOGPL as per guidelines.

Bidder shall maintain logbook / record of the entire maintenance as well and calibration & testing of equipment and instruments, if any.

Bidder shall maintain the register for the Attendance of manpower, Fire extinguisher status and submit to HOGPL.

Bidder shall prepare the detailed inspection and health check-up report for each equipment / installation and submit to HOGPL for perusal.

Bidder shall maintain the data for Dis-connection, Re-connection etc. & update in HOGPL format / inform to Billing Department for updation.

Bidder shall prepare the analysis reports related to various activities to enable HOGPL to carry out the predictive actions therein.

Bidder shall assist HOGPL to prepare statutory or other reports as & when required related to CGD operations.

6.13 Quality Control

6.13.1 The Quality Control indicate the requirement for various activities pertaining to the scope of work. This is significant requirements to ensure "Safe, Reliable & Uninterrupted" supply of natural gas by delighting customer with due compliance of HSE aspects. Bidder shall follow all HOGPL procedures/quality assurance plans/guidelines.

6.13.2 HOGPL shall carry out the Quality Assurance, periodic safety check and test schedule of all the equipment and instruments at regular interval, includes inspection of spares, material at factory / site / stores if required.

6.14 Guarantees and warranties

Performance Guarantee of the Work

Bidder shall guarantee the work executed by him for a minimum period of 12 months against poor workmanship, defective equipment and material, etc. If any defects are found during the guarantee period, then the bidder shall rectify the same within shortest possible time, otherwise HOGPL may get the same rectified through other agencies and recover the cost, so incurred from the bidder's deposit against performance guarantee or amount due to the bidder.

6.15 Equipment and Material / Spares Warranty

- All the equipment and materials, if supplied by bidder shall be warranted for trouble free operation for a minimum period of 12 months.
- In case of bought out items, bidder shall obtain such guarantees from the sub-vendor in favor of HOGPL without prejudice to his liability for the performance of whole system including bought out items. Bidder shall intimate to HOGPL for any defect found in the material supplied by HOGPL promptly.
- In case of any problem arising during guarantee period, bidder has to carryout necessary rectification at no extra cost to HOGPL.

6.16 Statutory compliance:

Insurance coverage, compliance with central /state government regulations, compliance with labour regulations, employment of labour and work & safety regulations are as per GCC of contract.



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Annexure-1

Penalty matrix for Part-A activities

Sr. No.	Particulars	UOM	Penalty in Rs.	Remarks
1	Non availability of Shift in-charge	Man day	2000	Approximate 2 times of daily wage
2	Non availability of PE-GI Technician	Man- day	1200	Approximate 2 times of daily wage
3	Non availability of PE-GI Helper	Man- day	1000	Approximate 2 times of daily wage
4	Non availability of Labor	Man- day	800	Approximate 2 times of daily wage
5	Response to Emergency i.e. Gas leakage complaint from above ground piping/ escape from underground PE pipe	Per Case	2500	To reach at the site within 45 mins from the receipt of the complaint
6	Non-Availability of tools and tackles, equipment at site	Per Tool per day	200	
7	Non-Availability of Consumables/Office set-up	Per Item Per Day	200	
8	Non-Availability of Emergency vehicle	Per Day	2500	
9	Non-Availability of Motorbike	Per Day	500	
9	Nonperformance of preventive maintenance activities as per Maintenance Plan	Per Asset per month	500	Consider MDPE network as 1 Km = 1 Asset.
10	Indiscipline within the premises from the bidder's employees	Per employee per day	2500	
11	Noncompliance to complaints SLAs other than emergency complaints mentioned in above items	Per Complaint	500	
12	Non availability of Bidder's Scope materials as mentioned in minimum stock list	Per item per day	500	
13	Police verification of employees before deputation on job	Per person per day	500	
14	Non availability of office within 15 days of contract start date	Per day	2000	
15	Non-availability of office facility (Like Computer, Scanner, Telephone, Internet, and Printer etc.)	Per day per item	500	
16	Non submission of monthly MIS of previous month before 10 th day of next month	Per day	500	
17	Nonworking/availability of VTS in Emergency Van for more than 3 consecutive days in a month	Per day	1000	VTS should not be out of order for more than 3 days in a month.
18	Failure to maintain minimum tool tackles/equipment as per attached list	Per day per item	500	
19	Alcohol consumed person on duty	Per day per manpower	3000	Also Disciplinary action
20	Strike by contract employee due to mismanagement of contract by bidder	Per day	5000	Maximum 50000 Rs. Per contract year.



SAFETY VIOLATION AND CONSEQUENCES

Cat.	Classification	Examples/Cases	Penalty
A.	PPE related (only if not covered under point B)	Working without helmet, shoes, gloves etc.	Rs.1000/person/incident. Work should not be allowed till corrective action is undertaken
B.	SOP related	Unsafe walkway/ramp/ladder, failure to adhere to HSE guidelines/plans, careless attitude in material handling, machine being used with damaged machine guard, Unsafe working condition at height, unsafe electrical work - workout plug top/improper electrical joints/cables lying on ground, electrical equipment working without proper earthing, machine being used	Rs.2000/person/incident. Work should not be allowed till corrective action is undertaken
		Unsafe working condition at height more than 4 metres	Rs.5000/person/incident. Work should not be allowed till corrective action is
C.	Unauthorized Work (wherever applicable)	Working w/o permit or non-compliance with permit conditions like deep excavation, hot work etc. as applicable, lifting tools and tackles being used w/o third party inspection at	Rs.5000/violation. Work should not be allowed till corrective action is undertaken
		Driver w/o license, vehicle w/o permit/PUC/test certificates, using CNG in case of specified fuel, not having fire extinguisher etc.	Rs.500/violation
		Driver without ID Card, Driver not in shoes/uniform, Not having torch/umbrella/Stepney etc., late reporting of vehicle etc.	Rs.200/violation
		Improper handling of VTS Devices in car etc.	Rs.2000/violation or actual cost whichever is higher
Cat.	Classification	Examples/Cases	Penalty
D.	Other Unsafe Working Environment	Accident of any vehicle at plant site/premises/traveling for work related purpose - Overtuning, Colliding with an equipment or other vehicle , Fire in work area damaging work / properties, Improper Material Handling resulting in fall of heavy material from an height more than 1.5 Metres etc.	Rs.25,000/incident or damage to property whichever is higher
		Near Miss# which would have led to a fatality	Rs.5 Lakhs/incident

Near miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality or damage; in other words, a miss that was nonetheless very near.



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Annexure-2

SLAs for PE-PNG O&M Activities		
Sr. No.	Complaint Type	SLA
1	FIRE/ GAS ESCAPE/Gas LEAKAGE/GAS SMELL (Response Time)	45 Min.
2	GAS SUPPLY STOPPAGE (Response Time)	45 Min.
3	METER REPLACEMENT	2 Days
4	METER NOT WORKING (Response Time)	2 Days
5	LOW OR HIGH GAS PRESSURE (Response Time)	60 Min.
6	PERMANENT DISCONNECTION	7 Days
7	TEMPORARY DISCONNECTION	2 Days
8	RECONNECTION TO BE DONE (AFTER TEMPORARY DISCONNECTION)	2 Days
9	CONNECTION VERIFICATION	7 Days
10	TEMPORARY DISCONNECTION – DUNNING	2 Days
11	Refitting/Fixing RCC Guard	2 Days
12	OTHERS (EXCLUDING ABOVE)	2 Days

**Annexure-3****LIST OF MINIMUM ITEMS FOR FIRST AID BOX UNDER BIDDER'S SCOPE**

Sr.	Item Description	Qty.
1	Small Dressing Gauze Swab for Finger Wound	8
2	Medium Dressing Gauze Swab for Hand or Feet Wound	8
3	Large Dressing Gauze Swab for Body Wound	8
4	Soframicin Cream Tube, 15 gm	1
5	Silver Sulphadizene Cream, 20 gm	1
6	Bottle of Antiseptic Solution 100 ml	1
7	Bottle of Mercurochrome Solution 100 ml	1
8	Absorbent Cotton Wool I.P 20 gm	4
9	Roll of Adhesive Plaster 2.5 cm X 1 Mt U.S.P.	1
10	Bandage Roll (5 cm X 2 Meter)	9
11	Eye Pad Each in Pkt (Sterile)	7
12	Strip of 10 Tablet Paracetamol I.P 0.5 gm	1
13	Potassium Permanganate I.P 20 gm	1
14	Boric Acid I.P 20 gm	1
15	Band Aid Strip	5
16	Dressing scissor 5" Stainless Steel	1
17	Tweezer Stainless Steel	1
18	Polythene Wash Bottle 250 CC For washing Eye	1
19	Tourniquet Cotton Belt & Buckle	1
20	Eye Wash Cup	1
21	Pair Wooden Stick	1
22	Safety Pins	12
23	Spray for Burn Injury 100ml	1
24	Spray for Muscle Sprain (Relispray) 100ml	1
25	Spray Antiseptic (100 ml)	1



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Annexure-4

List of Minimum mandatory safety equipment & PPEs under bidder's scope

Sr. No.	Item Description	UOM	Quantity Per AEO
1.	Fire Extinguisher, ABC Type 5 & 10 Kg each, ISI mark	No.	2
2.	Safety Helmet per person (BS EN 397 or IS 2925)	No.	1
3.	LED torch – Flameproof	No.	2
4.	Dust Mask per person	No.	2
5.	Safety Shoes per person	Pair	1
6.	Electric shockproof Hand Gloves	Pair	2
7.	Safety Goggles per person	No.	1
8.	Ear Plug / Muff per person	No.	1
9.	Traffic Cone	No.	8
10.	Cordoning Tape	Roll	2
11.	Fluorescent Jacket per person	No.	1
12.	Rope with safety belts double lanyard	No.	1
13.	Mega Phone / PA System	No.	1
14.	Gum Boots per person	Pair	1
15.	Rain Coat per person	No.	1
16.	Uniform – 2 pairs per person	Pair	2
17.	First-Aid Box (Items as per Annexure#3)	Box	1
18.	UHF mobile telecommunication set (To be provided by HOGPL)	No.	1
19.	Safety & Warning Signboards	No.	As per HOGPL EIC instruction



Annexure - 5

LIST OF MINIMUM CRITICAL TOOLS & TACKLES UNDER BIDDER SCOPE

Sr. No.	Item Description	UOM	Require	Make
1	Drill Machine - 24"	NO.	1	Bosch
2	Drill Machine - 10"	NO.	1	Bosch
3	Drill Bit 5"	SET	2	Bosch
4	Wire Brush	NO.	2	Any standard make
5	Hack Saw with blade	NO.	5	Bipico
6	Small Hacksaw with blade	NO.	2	Bipico
7	Fire Blanket	NO.	1	Any standard make
8	Fire Retardant Suit	NO.	4	Any standard make
9	Flame Proof Torch - min. 25 lumens	NO.	1	Any standard make
10	Normal Torch. - min. 25 lumens	NO.	1	Any standard make
11	Screw Jack With Tommy Bar	NO.	1	Any standard make
12	Traffic cones / Plastic Barricades with fluorescent paint	NO.	10	Any standard make
13	Fusion Machine (Automatic Bar Code Reader Type)	NO.	1	GF/Kimplas
14	Generator - min. 5 kVA	NO.	1	Any standard make
15	De-watering /Mud Pump - 3.5 HP	NO.	1	Any standard make
16	Extension Board With cable of length 40 meters and RCCB / ELCB	NO.	1	Any standard make
17	Conversion Kit	Kit	1	Any standard make
18	PE Pipe Cutter 20-32 mm	SET	2	Any standard make
19	PE Pipe Cutter 63 -125 mm	SET	2	Any standard make
20	PE Pipe Scraper	NO.	3	Any standard make
21	Permanent Marker Pen	NO.	3	Any standard make
22	Re-rounding tools 63mm	NO.	1	Any standard make
23	Re-rounding tools 90mm	NO.	1	Any standard make
24	Re-rounding tools 125mm	NO.	1	Any standard make
25	Squeeze Tool 20 mm with earthing rod	NO.	2	Any standard make
26	Squeeze Tool 32 mm with earthing rod	NO.	2	Any standard make
27	Squeeze Tool 63mm to 90 mm with earthing rod	NO.	2	Any standard make
28	Squeeze Tool 125 mm with earthing rod	NO.	2	Any standard make
29	Hydraulic Squeeze Tool with earthing rod	SET	2	Any standard make
30	Alignment Clamp 125 mm	NO.	1	Any standard make
31	Alignment Clamp 90 mm	NO.	1	Any standard make
32	Alignment Clamp 63 mm	NO.	1	Any standard make
33	Alignment Clamp 32 mm	NO.	1	Any standard make
34	Alignment Clamp 20 mm	NO.	1	Any standard make



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35	PE Saddle Clamp	NO.	1	Any standard make
36	Allen Key (Inch & Metric)	SET	2 each	Taparia
37	Iso-propyl Alcohol (500ml in each vehicle)	Bottle	1	Any standard make
38	Tissue Paper	Roll	5	Any standard make
39	Vice For Pipe along with BSPT Die	NO.	1	Jainson
40	Tool Box	SET	1	Taparia
41	Pipe Wrenches of all sizes (8" to 18")	NO.	1 each	Taparia
42	Side Wrench	NO.	1	Taparia
43	Screw Driver	SET	1	Taparia
44	Fix Spanner	SET	1	Taparia
45	Ring Spanner	SET	1	Taparia
46	Box Spanner	SET	1	Taparia
47	Hammer	NO.	2	Taparia
48	Plastic Hammer	NO.	2	Any standard make
49	Measure Tape - 10.0 mtr.	NO.	1	Any standard make
50	Fire Extinguisher 5 kg	NO.	2	Any standard make
51	Fire Extinguisher 10 kg	NO.	2	Any standard make
52	Emergency light (Flame proof Halogen light arrangement for work carried out during night)	NO.	1	Any standard make
53	Pressure Guage (0-10 bar & 0 - 4 bar,	NO.	2 each	Any standard make
54	Digital Pressure Gauge for LP network 0- 5000 mmwc	NO.	2	Any standard make
55	Digital Manometer 0-1999.9 mmwc	NO.	1	Any standard make
56	3 Mtrs height venting arrangement for venting of NG during Emergency with earthing facality	NO.	1	Any standard make
57	Spray Bottle	NO.	1	Any standard make
58	Trikam	NO.	3	Any standard make
59	Pawda	NO.	3	Any standard make
60	Tagara	NO.	3	Any standard make
61	Water Bucket	NO.	2	Any standard make
62	Sign Board	NO.	2	Any standard make
63	Torch/Battery	NO.	2	Any standard make
64	Chisel	NO.	2	Any standard make
65	File	SET	2	Any standard make
66	First Aid Box	NO.	1	As recommended by HOGPL
67	2 1/2" Pipe Wrench	NO.	1	Any standard make
68	Valve Chamber Opener	NO.	2	Any standard make
69	PE Valve Chamber Key	NO.	3	Any standard make
70	Cordoning Tape	MTR	200	Any standard make
71	Non Sparking Tool Set	SET	1	Any standard make
72	Hard barricading	NO.	2	As per approved drawing
73	Site Umbrella (Summer)- Extra large	NO.	1	Any standard make



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74	Garden Umbrella (Monsoon)- 49" or large	NO.	1	Any standard make
75	Teflon insulated crow bar	NO.	2	Any standard make
76	Aluminum ladder- rated load 150 kgs,3 mtr Length	NO.	1	Any standard make
77	Grass Hook (Hand Sickle)	NO.	1	Any standard make
78	Rubber mat	NO.	1	HOGPL recommended
79	Tablet for O&M activity	NO.	1	HOGPL recommended
80	Valve keys for valve operation - all sizes & types	NO.	2	Any standard make
81	Grease Gun	NO.	1	Any standard make
82	Gas Measuring Instrument	NO.	1	GMI
83	O2 Analyzer	NO.	1	Standard Make
84	Propane Torch Gun with Propane Cylinder	NO.	1	Standard Make
85	Copper cutter, Bender, Chamfer, Flux	NO.	1	Standard Make
86	Insulated tools	SET	2	Standard Make
87	Die electric shoes	SET	2	Standard Make
88	Rodometer	NO.	1	Standard Make
89	Electric Cable Locator	NO.	1	Standard Make
90	Insulated boring tools for 20 mm to 125 mm pipe sizes	Nos	1 Set	Standard Make

**Annexure-6****MIMINUM OFFICE SET UP REQUIREMENT****(Applicable for offices rented by the bidder)**

Sr. No.	Details	Minimum Quantity	Minimum Specifications
1	Personal Computer	1 no.	Intel® Core™ I Series Processor with at least 1.2 GHZ, Minimum of 4 GB memory, 500 GB HDD, Monitor and Keyboard
2	A4 B/W or Color Printer	1 no.	
3	Scanner	1 no.	
4	Table & Chairs	Adequate Nos.	
5	Cup Board / Almirah	1 no.	For storing high value material & tools & tackles
6	Racks for Storeroom	4 nos.	For stacking of Materials
7	Air Conditioner & Ceiling Fans	In all rooms	Of adequate capacity
7	Mobile phone	2 nos.	Operation System- Android; RAM - minimum 2 GB; ROM - minimum 16 GB; Camera- minimum 12 Megapixels; Screen Size - 5.5 Inch; Battery - minimum 5000 mAh; Touchscreen Display
8	White Board with Duster & Marker (2 Ft X 4 Ft), Notice Board (2 Ft X 4 Ft)	1 of Each	
9	Stationery Items incl. A4 size Papers, Box & Flat files, Registers etc.	Adequate Nos.	
10	Facilities like Tea/Coffee, Drinking water, Toilet etc.		For All Bidder's Employees



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Annexure-8

MINIMUM PREVENTIVE MAINTENANCE SCHEDULE COVERED UNDER Part-A

Sr. No.	Category/Asset/Equipment/Activity	Frequency
1.	Service Regulators/Riser Regulators	Yearly
2.	PE Patrolling	Daily
3.	Steel Network (Within City Boundary)	Daily
4.	Leak Detection Walk in Survey of PE network	Half Yearly
5.	PE Ball Valve	Half Yearly
6.	PE Ball Valve Chamber Cleaning/Maintenance	Quarterly
7.	Lock Pressure Test of PE Network	Yearly
8.	Culvert Crossing if any	Bi-Monthly
9.	DRS/DCU downstream transition fitting	Bi-Monthly
10.	PE route marker	Bi-Monthly
11.	Tool & Tackles in Emergency vehicle	Weekly
12.	Emergency Vehicle & Two-Wheelers	As per OEM schedule



PART B

Detailed Scope covered under Part-B

Bidder shall provide services along with materials mentioned under Bidder's scope Part-B based on Owner's request/plan. Following O&M activities shall be covered under part -B of this documents.

- 1 Domestic Connection Preventive Maintenance at 5-Year frequency
- 2 Domestic Connection Leak Detection at 1-Year frequency
- 3 Industrial Connections Preventive Maintenance
- 4 Commercial Connections Preventive Maintenance
- 5 GI/Riser Approach Maintenance
- 6 Domestic Connections Alterations
- 7 Installation of new PE Ball Valve along with construction of valve chamber
- 8 Shifting/laying of PE pipeline for length more than 50 m for O&M purpose
- 9 Installation of Service regulators Box along with foundation.
- 10 Installation of route marker
- 11 MRS Shifting of Commercial/Industrial Connection within premises

Note: -

All activities which are not mentioned in Part-B shall be done under the scope of Part-A and no separate SOR shall be paid to Bidder for it.

All materials for carrying out above mentioned activities are in Bidder's Scope except GI/Cu/PE pipes, PE ball valves, gas meters, domestic meter regulators, service regulators, isolation valves, appliance valves and rubber hoses

Supply of consumables like Teflon tapes, grease, lubricant, rust removals, cotton waste, cleaning materials, tools and tackles required etc. as per direction of HOGPL representative is in bidder's scope services.

Statutory, Health, Safety and Environment compliance and labour law compliance in accordance as mentioned in tender.

All required materials except GI/Cu/PE pipes, PE ball valves, gas meters, domestic meter regulators, service regulators, isolation valves, appliance valves and rubber hoses shall be supplied by Bidder and no separate charges will be paid for materials mentioned under bidder's scope.

The bidder shall maintain sufficient stock of all required materials i.e. Owner's provided items such as GI/Cu/PE pipes, PE ball valves, gas meters, domestic meter regulators, service regulators, isolation valves, appliance valves & rubber hoses and Bidder's provided items such as GI/Cu/PE fittings, warning mate, brass fittings as instructed by HOGPL representatives. Bidder shall maintain proper documentations and receipts of owner's supplied materials and submit material reconciliation report along with monthly invoice. No separate charges will be paid for materials mentioned under bidder's scope.



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Sr. No.	Category/Asset/Equipment	Frequency
1	Domestic Connection Preventive Maintenance	5 Years
2	Domestic Connection Leak Detection	1 Year
3	Industrial Connections Preventive Maintenance	1 Year
4	Commercial Connections Preventive Maintenance	1 Year
5	GI/Riser Approach Maintenance	5 Years
6	Domestic Connections Alterations	Based on request
7	Installation of new PE Ball Valve along with construction of valve chamber	Based on request
8	Shifting/laying of PE pipeline for length more than 50 m for O&M purpose	Based on request
9	Installation of Service regulators Box along with foundation.	Based on request
10	Installation of route marker	Based on request
11	MRS/Meter Shifting of Commercial/Industrial Connection	Based on request

Detailed work details which are to be carried out to perform above mentioned activities

1) Domestic connection preventive maintenance - 5 Year Frequency: -

5 Years Preventive Maintenance of domestic connections shall include following activities:

It is to be ensured that the connections which have completed 5 years from the date of commissioning included in maintenance plan. Record of "Premises locked" & "House under renovation" cases shall be maintained separately & shall be considered in next year.

- 1) Visual Inspection: -Proper Clamping, Proper Alignment, Painting, Condition of pipe/Suraksha Hose, Condition of RCC guard, Meter running or not, Illegal Extension/Modification.
- 2) Performance Check: -

Regulator Outlet Pressure through pressure gauge

Leakage Check: - Following steps shall be followed to check leakage

- Leakage from connection- take initial meter reading, hold it for 15 mins and take final meter reading in no consumption status of connection. If any difference in reading, leakage exists.
- If leakage existing, check every joint using soap solution/GMI and rectify.
- If leakage is not identified through Soap Solution/GMI method, remove meter assembly and hold pressure of 400 mbar for 15 mins and check every joint using soap solution to identify leakage point.
- Meter Function check with 2 mins stove – small burner on, if reading is less than 0.004 units than, meter is moving slow and if reading is more than 0.008 units, meter is running fast. Replace meter in any of abnormal case.
- Replacement of Suraksha Hose.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators/rubber or any other fittings if required, rectification of leakages, etc



2) Domestic connection preventive maintenance - 1 Year Frequency: -

1 Year Preventive Maintenance of domestic connections shall include following activities:

Visual Inspection of Suraksha Hose Condition

Leakage Check: - Back pressure generation up to 150 mbar and holding pressure for 5 mins. If pressure difference shows, leakage exists. Rectification of leakage.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators/rubber or any other fittings if required, rectification of leakages, etc.

3) Preventive maintenance of Commercial connection

Preventive maintenance of commercial connection shall include following activities

Visual Inspection: -Proper Clamping, Proper Alignment, Painting, RCC guard/TF Chamber, Meter running or not Illegal Extensions/Modification

Performance Check: -

Regulator Outlet Pressure through pressure gauge

- Leakage Check:
- Leakage from connection-taking initial meter reading, holding it for 15 mins and taking final meter reading in no consumption status of connection. If any difference in reading, leakage exists
- Performance check of SRV/CRV/PRV.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators or any other fittings if required, rectification of leakages, etc.

4) Preventive maintenance of Industrial Connection

Visual Inspection: - Proper Clamping, Proper Alignment, Painting, RCC guard/TF Chamber, Meter running or not, Illegal Extension/Modification

Performance Check: -

Regulator Outlet Pressure through pressure gauge Leakage Check: -

- Leakage from connection-taking initial meter reading, holding it for 15 mins and taking final meter reading in no consumption status of connection. If any difference in reading, leakage exists.
- Performance check of SRV/CRV/PRV.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators or any other fittings if required, rectification of leakages, etc.

5) Preventive Maintenance of GI Risers/Approaches

GI Riser/approach need to be maintained every 5 years which may include following activities:



Visual Inspection: -Proper Clamping, Proper Alignment, Painting, RCC guard, Illegal

Extension/Modification Leakage Check: -

- Leakage from GI riser/approach shall be checked by holding pressure of 400 mbar for 30 mins from one of the tapping connection or Idle Tee joint left for future tapings & closing of MIV of all tapping connections. If there is difference in pressure during holding period, there is leakage.
- If leakage found, check each riser/approach joint to identify leakage point using soap solution/Gas Detector.
- Once leakage point identified, we shall solve by removing /refitting or replacement of leakage piping portion.
- After Successful repair, repeat step 1 to recheck leak if any.
- Proper painting, re-installation or replacement of clamps, sand filling in RCC guard, Ball valve condition/function check and proper installation of RIV handle if required also need to be carried out in riser maintenance activities.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, replacement of necessary fitting/pipes if required, repairing leakage, etc

6) After Sales Services of Domestic connections/Commercial/Industrial Connection:

After Sales Services shall consists of following service request (Chargeable to the customers) from customer which may include following services request and there shall be defined SLA for each category of service requests. All service requests shall be attended as defined SLA.

- Removal of connection pipeline
- Refitting of connection pipeline
- Modification of pipeline
- Extra Kitchen Point
- Extra Bathroom Point
- Riser Shifting
- Conversion of customer stove after commissioning

7) Installation of new PE Ball Valve along with construction of valve chamber

This includes installation of PE ball valve on charged/uncharged network along with construction of Valve chamber. Only PE Ball valve shall be provided by HOGPL and rest other PE fitting, construction materials for valve chamber construction and other services/materials required to carry out this job shall be under Bidder's Scope.

8) Shifting/laying of PE pipeline for length more than 50 m for O&M purpose

This includes trenching, sand bedding, uncoiling, laying of new MDPE pipeline, back filling and restoration of site with supply of electrofusion fittings and warning mate required for carrying out the job. It also included local liaison.

9) Installation of Service regulators Box along with foundation.

This includes supply and installation of regulators box and civil work for carry out foundation work.

10) Installation of route marker



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This includes supply and installation of new route marker as per HOGPL requirement along with civil work/materials.

11) MRS/Meter Shifting of Commercial/Industrial Connection

This includes shifting of MRS of commercial/Industrial connection within company premises and inclusive of all materials except PE pipe.



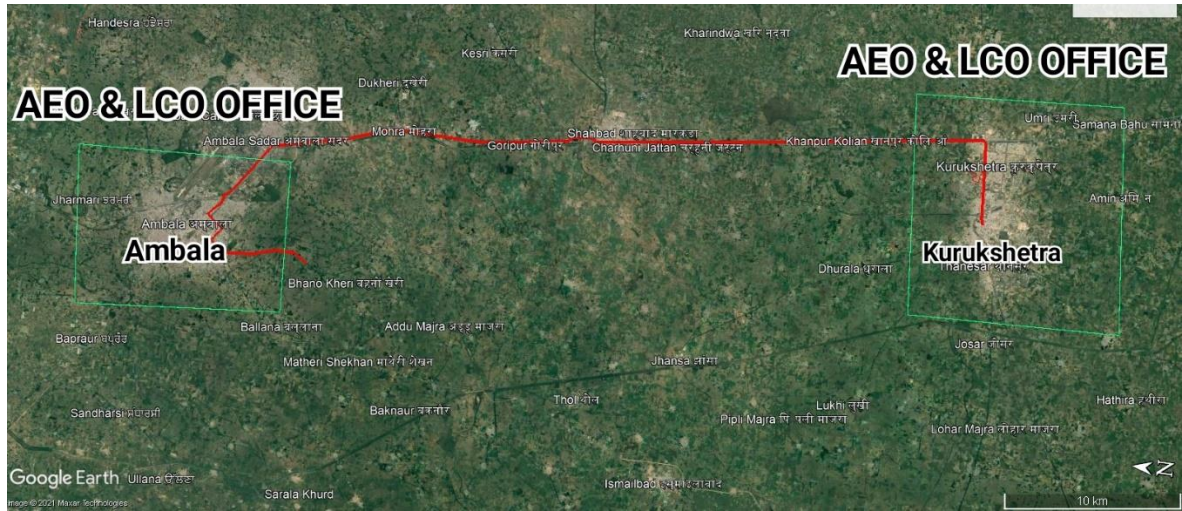
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**Particular Technical Specifications
PE-PNG Operation and Maintenance
GA Name: Ambala-Kurukshetra**



Tender No.: HOGPL/2021-22/C&P/018

1) Tentative GA Office wise Map - appended below:



2) GA Wise Assets for next 2 years –

Sr. No.	Location	Office Set-Up Scope	Present Asset details (PE)	Expected addition in Asset (PE) in 2 years	No of Contract or	PNG Connections	Expected PNG Connections
1	Kurukshetra- AEO & LCO	Bidder	250 Km PE	100 Km PE	2	3500	10,000
2	Ambala - AEO & LCO	Bidder	150 Km PE	100 Km PE	1	6000	10,000
					Total	9500	20,000

3) Tentative location for proposed O&M offices. – As above

4) No. of O&M Offices – 4 (Bidder scope)-As above

5) Minimum manpower requirement for PE-PNG O&M Team per office -As per PTS

Refer GTS Clause no. 6.10

Category	Minimum Nos. of persons to be deployed per AEO team			Total
	Shift-I	Shift-II	Shift-III	
Overall Shift In charge / Supervisor	1	1	1	3
PE Technician	1	1	1	3
GI Technician/Plumber	1	1	1	3
Helper/ Patroller	2	2	2	6
*Driver	1	1	1	3

*Driver will be used for Emergency 4-Wheeler Vehicle

Category	Minimum Nos. of persons to be deployed per LCO team	
	General Shift	Total
CRM /Supervisor	1	1
Front Desk Executive	1	1
Data Entry Operator	1	1



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Shift Timings as given below or as directed by HOGPL EIC:

Shift-I - 06:00 to 14:00 Hours

Shift-II - 14:00 to 22:00 Hours

Shift-III - 22:00 to 06:00 Hours

General Shift - 09:00 to 17:30 Hours

6) MINIMUM MATERIALS TO BE MAINTAINED IN EMERGENCY VEHICLE AND BIDDER'S STORE

Refer GTS Clause no.6.4.10

Annexure-7

Sr. No.	Item with Specification	UOM	Minimum Quantity		To be supplied by
			Emergency Van	Store	
1	Warning Mat (Yellow)	M	200	400	Bidder
2	Dom. Gas Meter G-1.6	EA	5	25	Owner
3	Domestic Meter Regulator	EA	10	50	Owner
4	Service Regulator B-6 (110 mbar)	EA	1	5	Owner
5	Service Regulator B-6 (24 mbar)	EA	1	5	Owner
6	Service Regulator B-10 (110 mbar)	EA	1	5	Owner
7	Service Regulator B-10 (24 mbar)	EA	1	5	Owner
8	Service Regulator B-25 (110 mbar)	EA	2	10	Owner
9	Service Regulator B-50 (85 mbar)	EA	2	10	Owner
10	Meter Adaptor for G 1.6 Domestic Gas Meters	SET	5	25	Bidder
11	Bushing of B-6 Riser Regulator (1/2"x3/4"&1/2"x3/4")	SET	2	10	Bidder
12	Bushing of B-10 Service Regulator (1"x 3/4" & 1"x 1")	SET	2	10	Bidder
13	Bushing of B-25 Service Regulator (1"x 3/4" & 1"x 1")	SET	2	10	Bidder
14	Bushing of B-50 Service Regulator(1"x3/4"&1"x1.1/4")	SET	2	10	Bidder
15	Bushing of MS6/MS10/FE-25 Service Regulator (1"x1"&1"x1")	SET	2	10	Bidder
16	Bushing of FE-50 Service Regulator (1"x1" & 1"x1.1/4")	SET	2	10	Bidder
17	G.I. Pipe 15 mm	M	3	100	Owner
18	G.I. Coupling 15 mm (Socket)	EA	5	20	Bidder
19	G.I. Elbow 15mm	EA	5	50	Bidder
20	G.I. Hex Nipple 15mm	EA	5	20	Bidder
21	G.I. Plug 15mm	EA	5	50	Bidder
22	G.I. Reducer 25 x 15mm	EA	5	25	Bidder
23	G.I. Tee 15mm	EA	5	30	Bidder
24	G.I. Union 15mm	EA	5	10	Bidder
25	G.I. Bushing 1/2 " x 3/4"	EA	5	25	Bidder
26	1/2" x 2" Long G.I. Pipe Nipple Both side thread.	EA	5	25	Bidder
27	1/2" x 3" Long G.I. Pipe Nipple Both side thread.	EA	5	25	Bidder
28	1/2" x 4" Long G.I. Pipe Nipple Both side thread.	EA	5	25	Bidder
29	1/2" x 6" Long G.I. Pipe Nipple Both side thread.	EA	5	25	Bidder



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30	G.I. Pipe 25mm	M	2	10	Owner
31	G.I. Plug 25mm	EA	5	25	Bidder
32	G.I. Coupling 25mm (Socket)	EA	5	10	Bidder
33	G.I. Elbow 25mm	EA	5	10	Bidder
34	G.I. Hex Nipple 25mm	EA	5	10	Bidder
35	G.I. Tee 25mm	EA	5	10	Bidder
36	G.I. Union 25mm	EA	5	10	Bidder
37	1" x 3" Long G.I. Pipe Nipple Both side threaded	EA	2	10	Bidder
38	1" x 4" Long G.I. Pipe Nipple Both side threaded	EA	2	10	Bidder
39	1" x 6" Long G.I. Pipe Nipple Both side threaded	EA	2	10	Bidder
40	"Suraksha" Hose	EA	5	50	Owner
41	Hose clamps	EA	10	100	Bidder
42	R.C.C. Guard	EA	2	25	Bidder
43	Brass Ball Valve 15 mm (1/2")	EA	5	30	Owner
44	Brass Ball Valve 25 mm (1")	EA	2	10	Owner
45	Brass Bush 1/2" x 1/4" (G.I. to Gas Tap)	SET	5	25	Bidder
46	Brass Disconnect Union 1/2" x 12mm (G.I. to Copper)	EA	2	10	Bidder
47	Brass Bush 12mm x 1/4" (Copper Pipe to Gas Tap)	EA	2	10	Bidder
48	Gas Tap 1/4" X 6.4mm	EA	2	10	Owner
49	Gas Tap 1/2" (Direct)	EA	10	50	Owner
50	PVC Clip For 12mm Copper Pipe	EA	10	50	Bidder
51	Pressure Gauge - Range: 0 - 250 mbar (Waaree)	EA	2	2	Bidder
52	Pressure Gauge - Range: 0 - 6 bar (Waaree)	EA	2	2	Bidder
53	Service Regulator Boxes with canopy, lock & key	NO	0	5	Bidder
54	PE Coupler 20mm	EA	10	50	Bidder
55	PE Coupler 32mm	EA	10	50	Bidder
56	PE Coupler 63mm	EA	4	20	Bidder
57	PE Coupler 90mm	EA	4	20	Bidder
58	PE Coupler 125mm	EA	4	20	Bidder
59	PE End Cap 20mm	EA	2	10	Bidder
60	PE End Cap 32mm	EA	2	10	Bidder
61	PE End Cap 63mm	EA	2	10	Bidder
62	PE End Cap 90mm	EA	2	10	Bidder
63	PE End Cap 125mm	EA	2	10	Bidder
64	PE Eq. Tee 20mm	EA	1	5	Bidder
65	PE Eq. Tee 32mm	EA	1	5	Bidder
66	PE Eq. Tee 63mm	EA	1	5	Bidder
67	PE Eq. Tee 90mm	EA	1	5	Bidder
68	PE Eq. Tee 125mm	EA	1	5	Bidder
69	PE Elbow 32mm X 90 Deg.	EA	4	20	Bidder
70	PE Elbow 63mm X 90 Deg.	EA	4	20	Bidder
71	PE Elbow 90mm X 90 Deg.	EA	4	20	Bidder
72	PE Elbow 125mm X 90 Deg.	EA	4	20	Bidder
73	PE Reducer 32mm X 20mm	EA	2	10	Bidder
74	PE Reducer 63mm X 32mm	EA	2	10	Bidder



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75	PE Reducer 90mm X 63mm	EA	2	10	Bidder
76	PE Reducer 125mm X 90mm	EA	2	10	Bidder
77	PE Top Tee 32mm X 20mm (Saddle)	EA	2	10	Bidder
78	PE Top Tee 63mm X 32mm (Saddle)	EA	1	5	Bidder
79	PE Top Tee 90mm X 32mm (Saddle)	EA	1	5	Bidder
80	PE Top Tee 90mm X 63mm (Saddle)	EA	1	5	Bidder
81	PE Top Tee 125mm X 32mm (Saddle)	EA	1	5	Bidder
82	EF Transition Fittings 20 X 1/2"	EA	5	25	Bidder
83	EF Transition Fittings 32 X 1"/63 X2"	EA	2	10	Bidder
84	Teflon tape	EA	10	50	Bidder
85	90 mm Ball valve	EA	0	2	Owner
86	125 mm Ball valve	EA	0	2	Owner
87	63 mm Ball valve	EA	0	2	Owner
88	Domestic meter "O" Ring	EA	20	100	Bidder
89	Gas tap rubber cap	EA	5	25	Bidder
90	MDPE PE 100 PIPE 90 mm Dia SDR 17.6	M	4	20	Owner
91	MDPE PE 100 PIPE 63 mm Dia SDR 11	M	4	20	Owner
92	MDPE PE 100 PIPE 32 mm Dia SDR 11	M	10	50	Owner
93	MDPE PE100 PIPE 20 mm Dia SDR 9	M	10	50	Owner
94	MDPE PE 100 PIPE 125 mm Dia SDR 17.6	M	4	20	Owner
95	NIPPLE HEX BLIND,2IN,TH BSPT,MS	EA	5	25	Bidder



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Annexure-I

The tentative office locations and area is defining in the table. The Strategic office location considering the response time etc. shall be decide and finalized by HOGPL and will be communicated to bidder.

Sr. No.	Location	Type	Office Set-Up Scope
1	Kurukshetra City	AEO	Bidder
2	Kurukshetra City	LCO	Bidder
3	Ambala City	AEO	Bidder
4	Ambala City	LCO	Bidder

AEO:

Office shall be equipped with required infrastructure namely Furniture, Landline telephone, Computer, Printer, Stationary, Scanner, Internet connectivity, proper car parking facility for ERV and other vehicles, washroom facility etc. Since O&M activities are carried out round of the clock, contractor has to ensure access to the office 24x7 with provision of CCTV and security as per safety concern as per direction of EIC. Bidder has to ensure that Minimum office space for Monitoring and Safe Storage of materials and HOGPL Assets like emergency spares special tools, Gas flow meters etc.

LCO:

Contractor shall establish, operate & maintain LCO (Local Customer Office) at the designated space decided by EIC for providing an efficient, state of art, customers care facilities to consumers of HOGPL and for this purpose HOGPL intends to engage the service provider for Local customer care, to offer its services for maintaining customer care relation, for grievances/ queries received through calls, letters, emails, through toll free number and other modes/ receiving calls directed from Central customer care center / emergency handling of complaints, Teller/ account services, Billing & Meter reading related works and intimation to AEO for O&M activities as per customer complain / resolution of queries as required for industrial, commercial & domestic customers. The Local Customer Office shall be located in the city/ urban areas of Ambala & Kurukshetra and shall be manned accordingly.



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ANNEXURE II

Sr. No.	Location	Office Set Up Scope	Present Asset details (PE)	Expected addition in Asset (PE) in 2 years	No of Contractor	Present PNG connections- Nos	Expected PNG connections 2 years
1	Kurukshetra -AEO & LCC	Bidder	250 Km PE	100 Km PE		PE line commissioned - 170 Kms.	10000
						Customer burning penetration is around 20%. GI installation done for 5300 customers	
2	Ambala - AEO & LCC	Bidder	150 Km PE	100 Km PE	1	PE line commissioning balance expected in Dec 21.	10000
						Customer burning penetration is around 20%. GI installation done for 2600 customers	
		Total					20000